

Flight Service Forum

Updates from Jill Surdek



July 2, 2020

All Flight Service team members

Don't let your guard down on COVID-19

Unfortunately, we're seeing an increase in the number of COVID-19 cases in our department and company. While the numbers remain below the national average for our team, we're deeply concerned about any increase. This mirrors the rise in infections in states where we have large operations, such as Texas, Florida and Arizona. Now is definitely not the time to let our guard down when it comes to health and safety.

- **Check your temperature and monitor your health.** If you are experiencing any symptoms, do not come to work. Call Crew Scheduling and Daily Ops to let them know you are not feeling well. Take advantage of [Premise Health and Doctor on Demand](#) to schedule a test, if you feel you may have COVID-19.
- **Wear your face covering at all times.** You must wear a face mask on aircraft, in airports, crew rooms and any time you are in close proximity to other team members. You should also wear face coverings in airport shuttles and on public transportation.
- **Remember to wash your hands frequently,** avoid touching your eyes, nose, mouth or face. Soap and water is best, but there are also sanitizing gel/wipes in the PPE drawer to help.
- **Observe social distancing when possible.** It's difficult to create distance on aircraft, that's why it's so important that crew members wear face coverings. If everyone wears a face covering, it significantly reduces the risk of COVID-19 transmission according to the CDC. Even though onboard space is limited, avoid crowding in galleys when possible. This is especially important if a crew member briefly has their face covering off, like when they are eating or drinking. Observe social distancing in crew rooms and while on layovers. Until this illness dies down, consider avoiding large group dinners or outings.
- **Avoid crowds while away from work.** Please follow CDC guidelines on social gatherings and take precautions to keep yourself safe. If you feel you may have been exposed, please tell your Flight Service manager.

- **Set a good example for customers.** It's important to show our customers that we are doing our part to remain vigilant. If you properly wear your face covering at all times, they will be more likely to do the same.

The company continues to take steps to prevent the spread of COVID-19. We've adjusted flight attendant service procedures to reduce unnecessary customer contact. We've enhanced cleaning on aircraft, in airports and crew rooms. We're also conducting crew member temperature checks at key airports and asking customers to fill out a health assessment before travel. In a recent letter to employees, Chief Operating Officer David Seymour detailed many of the actions the company is taking. Read his note on [Jetnet](#).

Ultimately, we are all responsible for monitoring our own health and taking precautions to remain healthy. By protecting yourself from COVID-19, you are also protecting other crew members and our customers.

Flight Service Virtual Town Hall

Thank you to everyone who took part in today's Flight Service Virtual Town Hall. We had more than 1,000 people on the call. We received more than 230 questions.

Here are some of the big questions that we got today:

- **Since we have an average of 7,000 – 8,000 flight attendants, does that mean we will furlough that many people?**
No. We hope that a combination of early out and voluntary leaves will reduce or even eliminate the average and lower the number of flight attendants who may be subject to a furlough. We will be offering more leaves and early out opportunities in the next few weeks.
- **What happens if I get furloughed? Can I keep insurance? Do I accrue longevity/pay seniority?**
Your benefits will continue until your pay furlough date. After that, you'll have the opportunity to continue benefits under COBRA. When you are on furlough, you will not accrue pay seniority. Once you return, your seniority and pay will start where you left off. We're working on a frequently asked questions list and will post it soon.
- **What bases could see the most reductions? Why? Do we know how many flight attendants will be displaced?**
In addition to the closures of SLT and RDU, we expect to see sizeable reductions in LAX, PHX and MIA. Since the size of our airline will shrink, we need to think strategically about our network. While these bases are still very important, we will need more flight attendants in other domiciles. We expect that LAX, PHX and MIA could decrease by around 800 or more. These numbers are estimates and will adjust as the network does. The number of potential displacements depends on how many people at those bases take voluntary leaves, early outs or voluntarily transfers to other bases.
- **Is there anything management is doing to reduce costs, other than possible flight attendant furloughs?**
Earlier this week, we made some painful job cuts impacting our Flight Service management and support staff. We reduced the number of management

positions in Flight Service by about 37%. Across the company, leadership and support positions are being reduced by an average of 30%. These were tough decisions, but necessary to prepare us to become a smaller airline. A few months ago, we reduced the salaries of all director level and above team members. We've also reduced costs by retiring aircraft and making changes to the network. So far, we've reduced our costs by about \$14.5 billion. We went from burning through \$100 million a day in April to around \$35 million today – but we still have a long way to go.

- **When will our normal food and beverage service return?**

We don't see a return to our pre-pandemic onboard service for a while. Any change will be slow and incremental, since we'll continue to minimize customer/flight attendant touchpoints. In response to both customer and flight attendant feedback, we'll soon add a new First Class fruit and cheese plate on most domestic flights 2.5 hours or longer. This will be in addition to our snack bags on flights 2.5-4.5 hours, and it will be in place of the streamlined tray service we currently offer on Domestic/NIPD flights over 4.5 hours. These changes more closely align us to what our competitors currently offer. AFS, HFS, and IPD flights will continue to receive our current, streamlined tray service. And we will continue to offer full beverage service on longer flights, and beverages upon request on shorter flights, including alcoholic beverages in First Class. So, if a customer asks for a beverage in any cabin, please be sure to accommodate them.

We'll be hosting another Virtual Town Hall on July 9 at 1100 CT. Please watch your CCI messages for more information on how to join in.

Have more questions? Email them to FA.Questions@aa.com. My team will do their best to get you an answer, and we may feature your question in an upcoming edition of Flight Service Forum.

Update: Face coverings now required in crew rooms and break areas

We continue to update our face covering policy. Team members are now required to wear face coverings at all times while in indoor common areas, including breakrooms, hallways, restrooms, crew rooms and office buildings — regardless of whether 6 feet of social distance can be maintained. Face coverings are also required outdoors unless you can maintain 6 feet of social distance.

There are exceptions:

- When eating or drinking
- When performing an official duty like delivering a PA
- When sitting at a desk and 6 feet of distance can be maintained
- The Flight Deck per the Flight Deck safety exception
- If you have a medical condition that prevents you from wearing one

Please see [Jetnet](#) for more information.

Lands' End face coverings are now available in crew rooms

Please visit your local Crew Service Center to get your set of three Lands' End face coverings. The masks are fully washable and carry the OEKO-TEX Standard 100 certification. See the CCI message from your Base Manager for more information on how to pick up your set.

Request from stations: Please pick-up these reusable face coverings at your base rather than repeatedly asking for disposable masks at out-station airports. We need to conserve as many face coverings as possible. Agents are not able to give you Lands' End masks, you must pick them up at your base. Disposable face coverings will continue to be available in the PPE drawer.

For more information on the Lands' End face coverings, visit the [Flight Service website](#).

Please follow hotel and local rules on face coverings

Many hotels now require guests to wear face coverings in airport shuttles, lobbies and other common areas. Please abide by these rules when laying over. Depending on local orders, you may also have to wear a face covering when entering restaurants, shops and other local businesses. If you have a question about what's required, please ask the hotel staff. It is your responsibility to follow local rules and hotel policies.

Need a thermometer? Visit a Crew Service Center

While temperature checks are being conducted at many key airports, it's a good idea to take your own temperature often. You can easily slip a thermometer in your bag and take it with you on a trip. If you don't have one, pick up a disposable thermometer in a Crew Service Center. There's a limited supply in each base.

Reminder: Fill out a CERS report if a customer refuses to wear a face covering

Please provide as much detail as possible, including what the customer said, where s/he was sitting, etc., so that Corporate Security can follow-up and investigate. Do not attempt to argue or escalate the situation. If a customer tells you they have a medical or religious exemption, please do not ask them to provide proof. For more information, see the [FAQs about customer face coverings](#) on the Flight Service website.

Viasat Wi-Fi

A big thanks to our partners at Viasat for giving off-duty flight attendants free inflight Wi-Fi for the last few months. Now that customer demand is starting to return, Viasat is no longer offering free crew member internet access. The previous code expired at the end of June. I'll let you know if they offer another freebie.

Extra care appreciated

We don't always know what our customers are going through and why they're in our care. A customer on a recent DTW-CLT flight wrote in to tell us about the extra care she received from PHL flight attendant Caitlin Gough:

My aunt passed away. As I was having an emotional breakdown while in the air, flight attendant Caitlin took care of me like she was my mom. I want to make sure she gets recognized for the traits that make her so amazing at her job. If she can somehow read this – thank you, Caitlin. So much. You calmed me down when I was alone in the sky.

Caitlin -- I'm glad to give you the recognition to deserve. Your compassion was truly appreciated.

Thanks for checking in!

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Forum

Updates from Jill Surdek



July 7, 2020

All Flight Service team members

Start of summer peak, staying focused on safety

Starting today, we're ramping up our operations and returning to several international destinations, particularly in the Caribbean. We'll be operating an average of 1,765 mainline flights each day. That's an 82% increase from June. Today's schedule ramp-up is one of the largest in our company's history.

At the same time, we must all remain laser focused on health and safety. Each aircraft will continue to go through enhanced cleaning procedures before each flight. We'll continue to take crew member temperatures at select airports. And now, we're asking customers to fill out a health screening assessment developed by Vanderbilt University Medical Center during check-in. (Read more about that below.) It's crucial that you continue to wear face coverings while working. Please keep filling out CERS reports if a customer doesn't comply. Continue to monitor your health and if you feel sick, do not come to work. And finally, please follow CDC recommendations on social gatherings when you are not at work. By keeping ourselves healthy, we can protect our colleagues and customers.

Virtual Town Hall – Thursday, July 9 at 1100 CT

Please join me for a Flight Service Virtual Town Hall. There's two ways to join the meeting:

1. **Listen to the call on the phone:** 866-240-1897 or 210-795-1114

Enter event number: 130 524 5797

(Outside the US? Click [here](#) for a list of toll-free numbers)

2. **Watch the meeting on video conference using Webex:**

Click [here](#) to join. If you are asked for an event password, enter ZThza52TJ?7

Use your mobile phone to ask questions:

Text **AACREW** and your question to 223-33

- Questions are anonymous
- Text messages are limited to 160 characters



In our last Virtual Town Hall, we had more than 1,000 participants. Please join us on Thursday.

Answering your questions

In addition to the Virtual Town Halls, we've also received some great questions in our new FA.Questions@aa.com email box. I want to share some of the answers with you.

1. What if a customer refuses to wear a face covering and has switched out of his/her assigned seat? How will I know the customer's name? What if they refuse to give it to me?

My advice is to look up the customer's name in the tablet before addressing them. Say, "Mr. Smith?" or "Are you Mr. Smith?" Once they acknowledge their name or correct you with their actual name, you can remind them about the face covering policy. "Sir, we have a requirement to wear face coverings, could you please put your mask on?" This way, you can avoid having to ask their name after telling them to wear their mask. If the customer refuses to comply, don't escalate any further. Fill out a CERS report so Corporate Security can take the next steps.

2. If we have a flight attendant furlough, would probationary flight attendants be eligible for recall?

We haven't announced any furloughs. But if we do furlough flight attendants, we will follow the contract - which provides recall rights to probationary flight attendants.

3. Why do people on paid leaves need to attend CQ training?

The FAA requires us to keep flight attendants current on training. Due to smaller classes sizes and the temporary closure of FSU earlier this year, we have a backlog of crew members who need to be trained. If we waited until everyone came back from leaves, we would have an even bigger backlog. If you have concerns, please talk to your FSM and we can see if there are other options (See more below on what's being done to keep flight attendants at CQ safe.)

4. **How will PBS mis-awards be added after FABRC closes? How will I get help with bidding tools?**

While the FABRC has been an incredible resource as we moved to one bidding system, we've made the decision to close it in October. The number of mis-awards is extremely small. We typically have fewer than 50 mis-awards out of 27,000 flight attendants. We will have a process in place to handle mis-awards in the event they happen. The [Crew Change website](#) will continue to be a great resource with instructions and step-by-step videos on all our bidding/trading tools. More to come with details on a future process.

5. **In order to avoid furloughs, will you be offering any more incentives for early outs?**

The company is still evaluating early out and leave options and should have something to share soon.

Keeping you safe at training

Your safety is always our top priority. We want you to feel safe and comfortable while attending training at Skyview 5/FSU. Here are some of the ways we're preventing the spread of COVID-19.

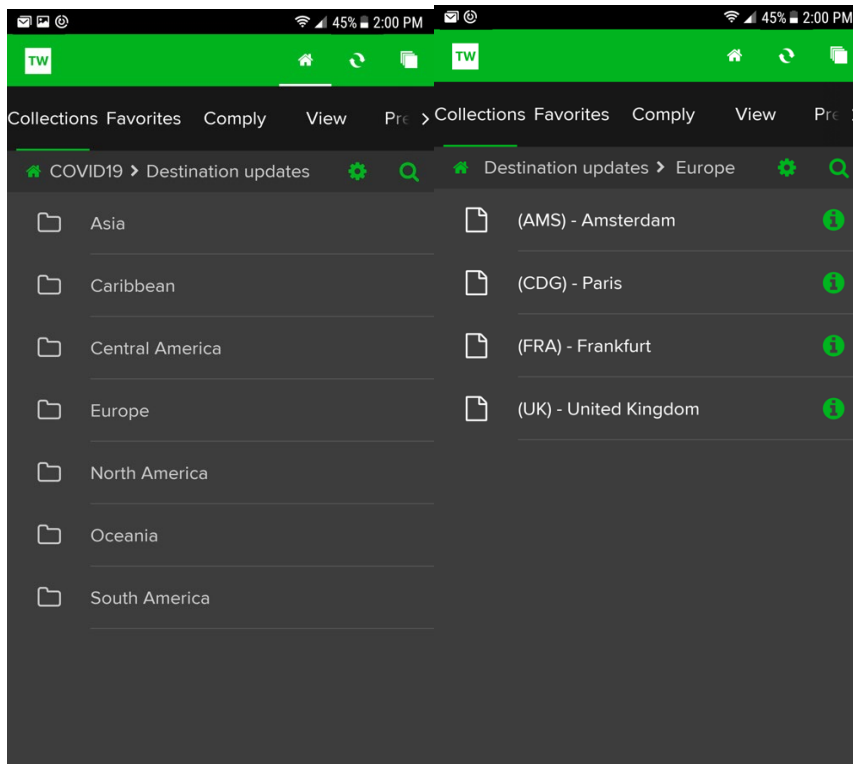
- Requiring students and instructors to wear face coverings
- Checking the temperature of everyone who enters Skyview 5/FSU
- Reducing class sizes to give students more space
- Adding more classes to keep class sizes small
- Reducing contact during PBE, life vest and CPR drills
- Enhancing cleaning of all facilities, equipment and transportation shuttles

For more information on our new safety precautions or training schedules, please see the Training section on the [Flight Service website](#).

New: Destination-specific COVID-19 procedures are now in Comply365

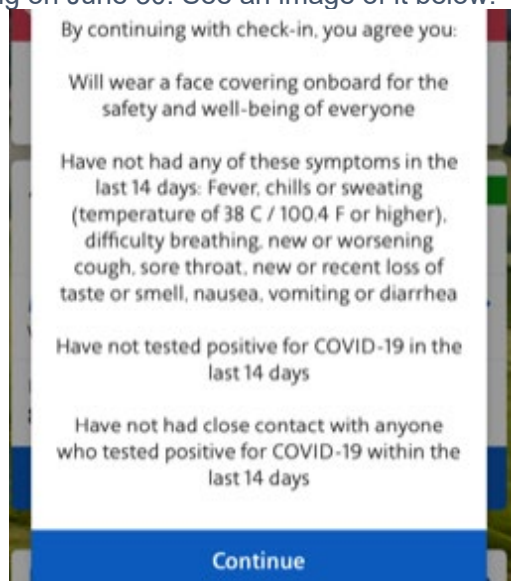
Over the next few months, we'll be returning to dozens of new destinations. Depending on where you're flying, you may be asked to make a special COVID-19 announcement, hand out a health form or follow certain instructions while laying over. Updated destination-specific COVID-19 procedures are now available in Comply365. Sync Comply and check the COVID19 folder before your flight, especially if you are traveling outside the continental United States.

[My Publications > 01 IFM/PAs/COVID19 > COVID19 > Destination Updates > \(region\)](#)



Customer health screening

American is now asking customers to certify they have been free of COVID-19 symptoms for the past 14 days. The company partnered with Vanderbilt University Medical Center to develop the COVID-19 symptom checklist. Customers fill out the checklist using self-service machines in airports or online if they check-in at home. We launched the screening on June 30. See an image of it below.

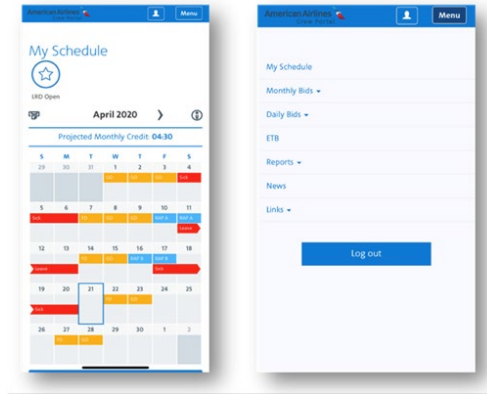


Reminder: Pay protection for July

The same pay protections that [applied in June](#) are continuing through the July bid month. Last month, we reached an agreement with the APFA to protect your pay in the event a trip/segment is canceled and protection is not provided under the JCBA.

Since our schedule is becoming more predictable and we are experiencing fewer cancellations, we expect that this will be the final month this pay protection will be offered.

Crew Portal is now mobile friendly



We recently rolled out a new “mobile friendly” version of Crew Portal. This will make it a lot easier to view your schedule on your phone or tablet. We plan to improve your ability to view sequences and expand mobile friendly features to ETB and ROTA/D soon. Our goal is to make all your tools easier and more convenient to use.

You may receive two paychecks on July 15

If you are owed pay protection for June, you'll receive two paychecks on July 15.

Your July 15 paycheck #1 will reflect:

- Your June flying hours less the hours you were advanced on your end of June paycheck. (Typically, flight attendants are advanced 37.5 hours on the end of the month paycheck.)
- All contractual pay protections for June flying (e.g., last sequence/series, illegal through no fault, etc.)
- Normal deductions for medical benefits, insurance, etc.

Your July 15 paycheck #2 (if applicable) will reflect:

- - Any June pay protection you're owed through our special “line guarantee” pay protection agreement with the APFA.
- This paycheck will not include deductions for benefits, union dues, etc. because it is a special check. If your July 15 paycheck isn't enough to cover all deductions, those balances may be recovered from future paychecks – beginning with the next pay date, July 30. Note this will NOT affect your benefits coverage.

If you have questions regarding your pay protections or hours paid, please contact Crew Compensation via Direct Connect or 1-800-VIP-CREW. If you have questions

or need help understanding your pay statement, please contact the Payroll Service Center via email at psc@aa.com or via phone at 800-447-2000 (option 1, then option 6) between 8 a.m. – 6 p.m. CT Monday through Friday.

We've moved to Terminal 5 in London Heathrow

Starting today, American is now operating out of Terminal 5 at London's Heathrow Airport (LHR), the home of our Atlantic joint business partner, British Airways. Terminal 5 was voted best airport terminal in the world six times since opening in 2008 (Skytrax World Airport Awards). This will enhance our customer's experience and make connecting with British Airways easier.

Great news as we rebuild our international service, especially to key gateways like London.

Thanks for checking in!

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Forum

Updates from Jill Surdek



July 10, 2020

All Flight Service team members

Flight Service Virtual Town Hall

Thank you to everyone who joined in on our Virtual Town Hall yesterday. We've had more than 1,000 participants. Here are some of the questions we received:

1. When are we going to see the early out and leave program? We have been waiting a long time.

The company has been working to assess new options to address suggestions for new early out and leave options. The goal is to create programs that minimize or hopefully eliminate the need for furloughs. We hope to have more to share in the next week or so. Thanks for your patience as I know you are very interested to review.

2. If flight attendants are furloughed, will they get paid for unused vacation time?

In the event of a furlough, you'll have the option to get accrued and unused vacation time either paid out or carried over for when you return to work. If it's necessary to furlough, we'll communicate more details on this process to any affected flight attendants.

3. Do furloughed flight attendants get travel benefits? Do they still have the ability to sit on the jumpseat.

If you are furloughed, you will have D2R travel benefits for 24 months per company policy. You will not have jumpseat privileges. Additional information about travel privileges – including D1, D3 and other airline travel – will be communicated if it becomes necessary to furlough.

4. What if a pilot or flight attendant doesn't follow our face covering policy?

Some crew members have medical exemptions. Pilots have certain exemptions on wearing masks in the flight deck for safety reasons. (I.e. A mask may interfere with their ability to see or don an oxygen mask.) Pilots are asked to put on a face covering if another crew member enters the flight deck and requests it. The pilots do not have to put on a face covering if they feel it could impact safety. Pilots are encouraged to notify flight attendants about their decision to wear face coverings in the flight deck during the crew briefing. If you believe a crew member isn't following company policy, please fill out a CERS report. Just as you would handle a similar situation with a customer, try to avoid escalating the issue. In addition, you may also report

the incident and individual to the APFA's and/or APA's Professional Standards team.

5. **Some airlines have returned to providing a regular beverage service? What are we doing to keep up with our competitors?**

We're keeping a close watch on what other airlines are doing while listening to your feedback. Some of you say it's time for beverage service to return on all flights, while others say you don't yet feel comfortable performing a full service. We provision beverages on every flight, and even on flights where we currently don't do a full beverage service, we offer them on customer request. Any changes to our onboard service will happen gradually. To stay competitive, we're adding a new First Class fruit and cheese plate on certain domestic flights starting next week. Read more about that enhancement below.

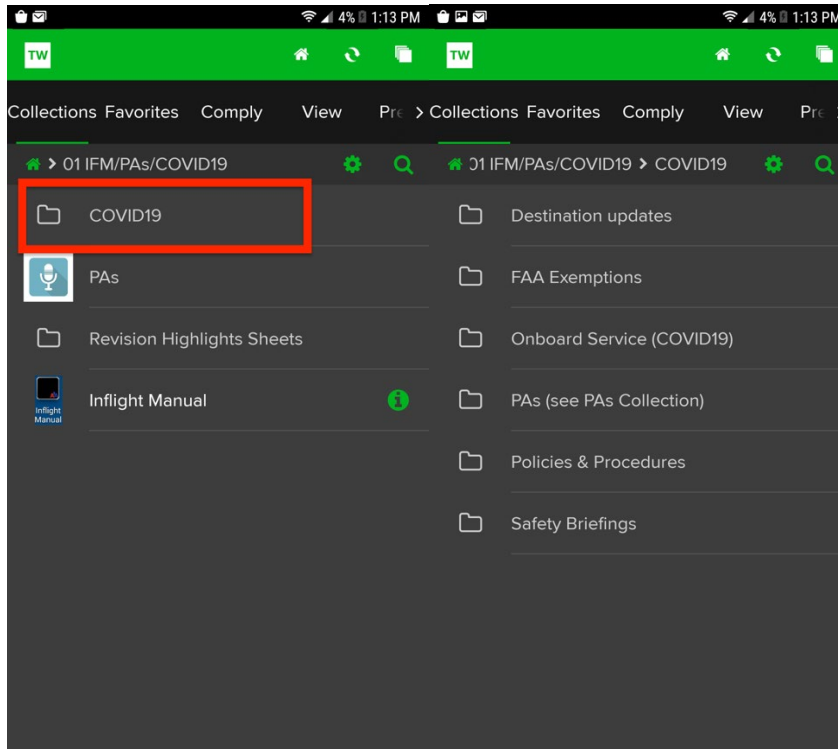
Reminder: For now, it's ok for customers to move to different seats in the same cabin

Customers may move to any seat within their ticketed cabin, including from Main Cabin to Main Cabin Extra without any additional charges. In March, we relaxed our policy on switching from MC to MCE in response to the pandemic to let people spread out if there are empty seats. If a customer moves into an exit row, you're required to provide them an exit row briefing.

On flights with very low load factors, gate agents may need to coordinate customer seat moves before take-off to avoid aircraft weight & balance issues. In this case, agents will discuss this with the FA1/Purser during the Departure Dependability Briefing. We're working with the Airport Customer Service team to improve this process. This also underscores the need for FA1 and the gate agent to always have a departure dependability briefing – where this and other important information about the flight can be discussed.

We've also updated the Health and Safety Departure PAs as REV 52.9 effective July 9 in response to increased load factors. PAs can be found in the PA Card in Comply365.

New COVID-19 folder in Comply365



In just the last few months, our company has experienced a tremendous amount of change in response to COVID-19. We can expect to see even more change as best safety practices and government regulations evolve. I know it can be a challenge to keep up with so many changes to flight attendant procedures, both inflight and on the ground. To make your job a little easier, we've created a COVID-19 folder in Comply365. This will be your central location to find the most recent COVID-19 inflight and operational updates.

Comply365>My Publications > 01IFM/PAs/COVID19

Inside this folder, you'll find destination updates, including forms and destination specific PAs, FAA exemptions, COVID-19 onboard service procedures, COVID-19 policies and procedures and safety briefings.

You'll find COVID-19 PAs (that are not destination-specific) in the English PA card. This includes the pre-departure snack bag service PA, the Health & Safety departure and mid-flight PAs and arrival/taxi-in PAs.

Please make sure you Sync and check Comply365 at the start of every duty day, to ensure you have the latest information.

Coming soon: New domestic First Class fruit and cheese plate

Beginning July 15, we're enhancing our domestic First Class service by offering customers a boxed fruit and cheese plate on flights 900 miles or longer. The fruit and cheese plate will be served after level-off. We'll continue to offer snack bags during boarding to customers in all cabins on flights between 900 – 2,199 miles. Transcon (LAX/SFO to JFK), long haul Hawaii (DFW/ORD to Hawaii), and long haul International (IPD) flights will continue to receive tray meal service.

As a reminder, we provide a beverage service on all flights over 2,200 miles. On flights shorter than 2,200 miles (including snack bag flights), beverages should be delivered on request. Alcohol is available to customers in the First and Business Class cabin on all flights. It is also available to Main Cabin customers on IPD flights. If a customer asks for a beverage, please fulfill their request, providing cans and liquor minis unopened, or pouring juice, water and wine as requested.

New: AA Inflight Portal to access onboard Wi-Fi

We've started rolling out the new American Airlines Inflight Portal across the narrow body fleet. This is great news since it will make it easier for our customers to use the high-speed Wi-Fi service. Customers will connect to the same "AA-Inflight" Wi-Fi signal and view a similar sign-on screen regardless of whether they are onboard an aircraft with equipped with Viasat or Gogo. They'll also be able to seamlessly use promotion codes or credit cards associated with an AAdvantage account to purchase Wi-Fi access. We plan to have the new AA Inflight portal rolled out to all narrow body aircraft by the end of the month.

Impressing our customers

A customer sent us a note saying he was impressed by LGA-based flight attendants Carlos Warner, Annmarie Cook, Jordan Meinholz and Alexa Panopoulos:

Yesterday, my flight from Phoenix to JFK (Flight 2339 on 25 June) was wonderful. The attention to safety precautions, and the service and care provided was exceptional. The [flight attendants] carefully and thoughtfully provided a safe and welcoming experience given the circumstances under which they had to work. Carlos, in particular, ensured everyone followed the safety requirement and also attended to service needs cordially and warmly. He and his team should be commended for their efforts and service which [should make] American Airlines proud.

What a great compliment Carlos, Annmarie, Jordan and Alexa. It sounds like you provided great service and made sure everyone was comfortable in your care.

Thanks for checking in!



Jill Surdek
Senior Vice President, Flight Service

New early out and voluntary leave options

July 15, 2020

All APFA-represented flight attendants

Earlier today, the company sent WARN (Worker Adjustment and Retraining Notification) letters indicating 9,950 flight attendants may be subject to furlough. This may impact team members who have an occupational seniority date of April 12, 2002 or later. We're required to send these notifications to our unions and individual team members based in New York, Illinois and California. If you receive a WARN letter, this does NOT necessarily mean that you will be furloughed.

We expect to have an average of 7,000 – 8,000 flight attendants in the fall. We're sending WARN notices to the most junior 9,950 flight attendants in the event our schedule changes. As we have said, our goal is to prevent or substantially reduce flight attendant furloughs. This is why today we are announcing an agreement with the APFA to offer new voluntary early out (VEOP) and extended voluntary leave (EVLOA) options.

New Voluntary Early Out Programs (VEOP)

The new voluntary early out programs will take effect on Oct. 1 and you must be in active status as of July 15 to take a VEOP. Active status means you are a flight attendant on payroll receiving pay, including paid sick and vacation leave, salary continuance, FMLA, military leave or a previously offered PVLOA or VLOA.

If you have ten (10) years or more of occupational seniority as of July 15, you qualify for two VEOP options.

Both options provide similar benefits. However, there are added benefits if you qualify for the 65-point plan as of the VEOP separation date.

No Lump Sum	Lump Sum
Pay: 38 hours per month for 12 months	Pay: 456-hour lump sum (paid no later than Aug. 15, 2021)
Unused vacation payout: By Oct. 15, 2021	Unused vacation payout: By Nov. 15, 2020

Health:

- Eligible for 30 months of medical, dental and vision coverage at active rates
- **Retiree Health Reimbursement Arrangement (RHRA):** If you qualify for the 65-point plan, the company will establish an RHRA credited with a value between \$100,000 - \$150,000, depending on when you qualify for Medicare. ([See chart for details.](#)) You'll be able to use money in this account to pay for qualified medical expenses.

You qualify for the 65-point plan if:

- You have 10 years or more of service, and
- Your age plus years of service equals 65 or more

Your RHRA will be established after your separation date, which depends on which option you take:

Separation date: Oct. 1, 2021	Separation date: Oct. 1, 2020
Standby travel <ul style="list-style-type: none"> Active travel status from Oct.1 2020 – Sept. 30, 2021 If you qualify for the company's 65-point plan, you'll receive retiree travel in accordance with the company's policy. If you don't qualify for the 65-point plan, you'll receive 24 months of D2R travel status in accordance with company policy. 	Standby travel: <ul style="list-style-type: none"> Active travel status ends on Sept. 30, 2020 If you qualify for the company's 65-point plan, you'll receive retiree travel in accordance with the company's policy. If you don't qualify for the 65-point plan, you'll receive 24 months of D2R travel status in accordance with company policy.
Positive space: <ul style="list-style-type: none"> Eight (8) positive space round trip passes (A12) to be used within 5 years of start of VEOP. 	

If you have fewer than ten years of occupational seniority on July 15, you qualify for a single option:

Fewer than 10-years occupational seniority
Pay: None
Unused vacation payout: By Nov. 15, 2020
Health: Medical, dental and vision benefits at active rates for 6 months
Travel: 24 months of D2R travel privileges in accordance with company policy

The deadline for electing a VEOP option is July 31 at 23:59 CT. [Please click here to view the ballot and more information.](#)

Important points:

- You may change your option or rescind your ballot any time before the election window closes. After the deadline, you will not be able to make changes.
- If the company awards you a VEOP, you must accept it.

Have questions? Please see the [VEOP frequently asked questions section](#) on the Flight Service website.

Extended Voluntary Leaves of Absence (EVLOA)

We're offering new extended leave options (EVLOA) for 15, 18 and 24-month terms starting Oct.1. You must be in an active status as of July 15, 2020 to qualify. Active status means you are a flight attendant on payroll receiving pay, including paid sick and vacation leave,

salary continuance, FMLA or a previously offered PVLOA or VLOA. In this case, it does not include those on military leave.

All these leaves will include:

- Active medical, dental and vision benefits
- Active travel privileges, including jumpseat travel
- Depending on your occupational seniority as of Oct. 1, 2020, you will get monthly payments in accordance with the chart below. While you will continue to accrue classification/longevity seniority (for pay) during your EVLOA, these increases will not take effect until after you return. This means both your rate of pay and the number of hours per month you're paid will not change for the duration of your EVLOA.

Less than 6 years:	No pay
6 – 12 years:	7:30 / month
13 years or more:	26:15 / month

If you are currently on one of the paid leave (PVLOA) options that does not expire until Oct. 1 or after, you may:

- Convert your PVLOA into an EVLOA effective Oct. 1, or
- Request to have your new EVLOA begin when your current PVLOA term ends

If you take no action, you will be scheduled to return to duty when your PVLOA term ends.

The deadline for applying for the EVLOA or converting an existing PVLOA is July 31 at 23:59 CT. [Please click here to view the ballot and more information.](#)

Keeping you informed

The decision to take a voluntary early out or an extended leave is a deeply personal one. We want to make sure you are informed and answer your questions about your options.

We have created a very comprehensive set of FAQs that we will continue to update regarding [VEOPs](#), [EVLOAs](#) and the [furlough process](#) on the Flight Service website. If after reviewing the FAQs, you still have questions, please email our team at FA.Questions@aa.com.

We will be hosting Flight Service Virtual Town Halls on July 21 and July 28. You'll receive more information about those sessions in your CCI messages.

Jill Surdek
Senior Vice President, Flight Service
Jill.Surdek@aa.com

Flight Service Forum

Updates from Jill Surdek



July 17, 2020

All Flight Service team members

New VEOP and EVLOA options

Earlier this week, we announced new voluntary early out (VEOP) and extended voluntary leaves of absence (EVLOA) programs that will be effective on Oct. 1. [Click here to view the communication.](#) The deadline to sign-up for these options is July 31 at 23:59 CT. [Click here to view ballots and more information.](#)

Our goal is to provide information and answer your questions so that you can make the best choice for you and your family. We're constantly updating a list of frequently asked questions on the [Flight Service website.](#)

- Have questions about the VEOP? [Click here.](#)
- Have questions about the EVLOA? [Click here.](#)
- Have questions about what happens if you are furloughed? [Click here.](#)

If your question isn't answered in the FAQ or communication, please email FA.Questions@aa.com.

Here's some of the questions we've received in the last 48 hours:

1. **Can I save myself from being furloughed by taking an EVLOA?**

No. This can be confusing, but here are some guiding principles on how it works:

- If the total number of VEOPs and EVLOAs *awarded* equals or exceeds the total overage of flight attendants, there will not be a need to furlough anyone.
- If the total number of VEOPs and EVLOAs is less than the total overage of flight attendants, furloughs will be needed.
 - We will accept all VEOP requests from eligible flight attendants – and this will offset furloughs on a one-for-one basis.
 - EVLOAs awarded to flight attendants *senior to the 9950 WARN cutoff* will be accepted and offset furloughs to the bottom 9950 on a one-for-one basis.
 - EVLOA requests from flight attendants *within the bottom 9950* may or may not be accepted. We will grant all EVLOAs in seniority order until

we reach the point on seniority list where furloughs are required due to the overage.

- The final overage number will be based upon the final network schedule for fall which is still being built and won't be available until mid-August. The final overage will be the same or lower than the WARN notification number.

- 2. **Do I need to rank my choices for 15, 18, or 24 month EVLOA terms?**
No. You should only select the maximum leave you are willing to take. Our overage is so significant, we anticipate every single flight attendant who requests a leave will be awarded their first choice of a leave, so there's no need or ability on the ballot to rank choices.

- 3. **What happens if I apply for both a VEOP and an EVLOA?**
You should only pick one. We will process VEOPs before we process any EVLOAs. If you are awarded a VEOP, you will be separating from the company and no longer eligible for an EVLOA.

- 4. **If I take a VEOP, how do I qualify for a \$100,000 – 150,000 retiree health reimbursement arrangement?**
You qualify for the RHRA if you qualify for the company's 65-point plan. This means you have worked for American for at least 10 years and the number of years you have worked for the company plus your age add up to 65 or more. See more information about [RHRA here](#), including details on what expenses are included.

- 5. **If I am furloughed, will I be required to attend CQ training?**
If you are impacted by a furlough, you will not be required nor have the option to attend CQ after Oct. 1. You will attend training when you are called back to work. We've heard from some flight attendants who've asked if it's possible to keep up their qualifications while on furlough status. Unfortunately, for a variety of reasons, this is not possible.

Virtual Town Hall on Tues. July 21

We'll be hosting a Flight Service Virtual Town Hall at 10:00 a.m. CT. There's two ways to join the meeting:

1. **Listen to the call on the phone:** 866-240-1897 or 210-795-1114

Enter event number: 130 058 7340

(Outside the US? Click [here](#) for a list of toll-free numbers)

2. **Watch the meeting on video conference using Webex:**

Click [here](#) to join. If you are asked for an event password, enter **iN6fvptp@45**

If you know your questions in advance, please feel free to submit now.

Use your mobile phone to ask questions:

Text **AACREW** and your question to 223-33

- Questions are anonymous
- Text messages are limited to 160 characters



Pay protection for August bid month

The same pay protections that [applied in June and July](#) are continuing through the August bid month. We've reached an agreement with the APFA to protect your pay in the event a trip/segment is canceled and protection is not provided under the JCBA.

Reminder: Don't leave the aircraft after boarding begins – unless there's an emergency

We recently had two minimum crew violations in just one week. In both cases, a flight attendant left the aircraft to address a customer service issue. On one flight, the flight attendant accompanied the customer up the jetbridge to speak with the gate agent. On the other, the flight attendant took a customer's bag back to the gate to have it gate checked incurring a five-minute minimum crew violation.

Both these instances are violations of policy and caused serious safety and security issues that must be reported to and reviewed by the FAA. As a result, minimum crew violations are serious and may result in disciplinary action — the severity of which will be based on the circumstances of the case. [Click here](#) for more on the "do's and don'ts of minimum crew.

We're working to address hold times when calling the TSD

We're aware of the long hold times some of you experienced recently in the last two weeks when calling the Training Support Desk (TSD). We recently had a technical problem that double-booked some flight attendants for August training, plus we've had a large volume of calls from flight attendants coming off leaves. As a reminder, you don't have to call the TSD to sign-up for CQ or change your training dates. You can skip the call and hold times by filling out a simple form in Comply365. Your request will be processed in approximately 72 hours. In Comply365, click on

MyForms > AAFA Training. For a step-by-step guide on how to use this form, [click here](#).

New touchless check-in for customers

American has launched a new touchless check-in experience for customers, allowing them to proceed to the gate without touching the kiosk screen, even if they are checking a bag. When the customer arrives at the check-in kiosk, they can scan the boarding pass on their personal mobile device or one they printed out at home. After the boarding pass is scanned, the kiosk automatically prints the bag tags, all without the customer having to touch the kiosk. This new technology will be in place at more than 230 airports. See the [AA Newsroom for more details](#).

Great news: Our partnership with JetBlue

As you may have read on [Jetnet](#), we announced a [new strategic partnership with JetBlue](#). This will allow us to significantly grow our service out of New York and Boston – once demand returns. While our overall international schedule will be down next year, this agreement provides a foundation for us to rebuild. As a result of the partnership, we announced new service between JFK and Tel Aviv (TLV) and JFK and Athens (ATH) starting in 2021. We're also planning to resume JFK – Rio de Janeiro service (GIG) in winter 2021. The JFK hub will continue to complement our important trans-atlantic operations out of PHL. This partnership serving the Northeast is similar to American's [West Coast alliance with Alaska Airlines](#), which allows us to grow in SEA. In today's ["Tell Me Why"](#), Chief Revenue Officer Vasu Raja explains why the JetBlue partnership is good for our company, customers and crew members.

Thanks for checking in!



Jill Surdek
Senior Vice President, Flight Service

Flight Service Forum

Updates from Jill Surdek



July 21, 2020

All Flight Service team members

VEOP and EVLOA deadline is July 31 at 2359 CT.

The programs take effect on Oct. 1. [Click here to view ballots and more information.](#)

We're constantly updating a list of frequently asked questions on the [Flight Service website](#).

- Have questions about the VEOP? [Click here.](#)
 - Have questions about the Retiree Health Reimbursement Arrangement (RHRA)? [Click here.](#)
 - Have questions about COBRA? [Click here.](#)
- Have questions about the EVLOA? [Click here.](#)
- Have questions about what happens if you are furloughed? [Click here.](#)

If your question isn't answered in the FAQs or online information, please email FA.Questions@aa.com.

Helpful phone numbers:

Benefits Service Center: 888-860-6178

- *Can answer questions about health/dental/vision and benefits, active vs. COBRA rates, FSA, HSA and RHRA*

Pension Service Center: 800-447-2000

- *For questions about pension benefits.*

Fidelity: 800-354-3412

- *For questions about 401K and investments*

Flight Service Virtual Town Hall

More than 1,400 flight attendants took part today's virtual town hall. Here are a few of the questions we answered:

1. How many VEOPs or EVLOAs will we need to prevent furloughs?

Last week, we issued WARN notices indicating 9,950 flight attendant positions could be subject to furlough. This could impact flight attendants who have an occupational seniority date of April 12, 2002 or later. We're doing everything we can to reduce the need for furloughs and have offered generous early out packages. Each person who takes a VEOP essentially prevents another flight attendant from being furloughed. That's why we are accepting every eligible VEOP request that gets submitted. The number of furloughs could also be reduced by more senior flight attendants taking EVLOAs. In this case, "senior" means an occupational seniority date before April 12, 2002. We hope the combination of VEOPs and EVLOAs reduces or prevents flight attendant furloughs.

2. Rumor Control: I'm in the bottom 9,950 flight attendant seniority range. Is there any strategy to putting in for an EVLOA? Can I save myself from being furloughed? Can I avoid being displaced by taking an EVLOA? Will I be called back to work earlier than if I were involuntarily furloughed?

The short answer to all these questions is, "no." You should only request an EVLOA if you want to take time off. If it's necessary to furlough and the furlough reaches your seniority, you will be furloughed even if you are awarded an EVLOA. Taking an EVLOA has no effect on whether you could potentially be displaced as a result of base resizing or even base closures (i.e. RDU and SLT). And when it comes to the order in which we'd recall flight attendants to work, per our letter of agreement with the APFA, each situation will be evaluated based on different variables and will be based on operational needs. Depending on the circumstances, we may either cancel EVLOAs first and then go to the involuntary list or vice versa.

We are seeing many junior flight attendants put in for an EVLOA. Please make sure this is what you really prefer vs thinking you are protecting yourself from a furlough. If you are awarded it, you cannot rescind it later.

3. When will the July seniority list be published?

We expect to publish the roster on July 25 or July 26. In early August, we will update the roster to indicate which flight attendants have elected to take VEOPs and EVLOAs. This will provide you a seniority number that takes into account leaves and early outs.

4. What are my CQ training obligations while I am on a leave?

If you would otherwise be expected/available to fly between now and when your leave starts, you need to make sure your qualifications are current and you are ready to fly. We also expect you to be ready to fly when your EVLOA ends and you come back to work. It's up to you how to manage your training while you are on leave. Beginning the 14th month after your last training month, you will have to attend CQ when you come back, **plus** a two hour "while you were away" web-based training course. This is in addition to any new WBTs you may have missed. If you reach 37 months since your last training, you'll need to attend a three-week re-qualification class. It's much easier to attend CQ training and keep your qualifications current. If you have questions about training, please see the FAQs on the Training section of the Flight Service website.

5. Will I lose my benefits if I go QI while on leave?

If you are on a leave (VLOA, EVLOA or PVLOA) and you go QI, your rates will not change. If you go QI while you would have otherwise been active, your health benefits to transition to COBRA rates after 11 days. COBRA rates for health, dental and vision are much more expensive than active rates. [Visit Jetnet to view current COBRA health insurance rates.](#)

6. Will you be offering VLOAs in September? What about 70-hour voluntary leaves?

Yes, we expect to offer unpaid and paid VLOAs September. September will be the last month we offer these types of leaves as the voluntary options and/or furloughs will be effective Oct. 1.

7. Is there any chance we will get rid of the Hard 40?

We don't have any plans to remove the 40 hour monthly minimum. First, it's contractual and we cannot unilaterally change it. Secondly, it will not solve the overage because of the way PBS works. PBS is designed with a line average in mind – so the system will award to that average – meaning for every person that's awarded a "low time" schedule, another person must be awarded a "high time" schedule." – thereby requiring the same number of people to cover the schedule.

Our next Virtual Town Hall will be on Friday, July 24 at 10:00am. Based upon the number of questions people have we are setting up two more town halls as a forum for hearing questions. We are also setting up a special retirement townhall. Please look for more details soon in your CCI messages on the Flight Service website and on our Flight Service Official (FSO) Facebook group. We're also planning to host a special town hall dedicated to answering questions about VEOPs and retirement and will communicate those details shortly as well.

Upcoming Virtual Town Halls:

General Questions - July 24 at 10:00 a.m. CT
General Questions – July 28 at 10:30 a.m. CT
Retirement Questions – July 28 at 2:00 p.m. CT

Reminder: Include specifics when filing a CERS Report

If you are reporting a customer who refuses to follow our face covering policy, please make sure you select the correct date and flight number your CERS report. You should also include the customer's seat, name (if available) and any details of the conversation you had with him/her. This will help our Corporate Security team follow-up.

Upgrading our Clean Commitment

Today we relaunched American Airlines Clean Commitment, our focus on providing multiple layers of protection throughout the travel journey. View the [video in newsroom](#) to learn more about our efforts to keep customers and team members safe.

Some of our new steps include:

- Creating a **Travel Health Advisory Panel** with leading infectious disease experts for guidance on health matters and cleaning procedures
- Working with the Global Biorisk Advisory Council to become the **first airline with GBAC STAR Accreditation** for our cleaning and disinfecting practices
- Beginning to **provide PURELL Advance Hand Sanitizer** in our lounges and hub airports across the U.S.

These are in addition to:

- Requiring all travelers and team members to **wear a face covering**
- Having all travelers **certify they have been free of COVID-10 symptoms** for the past 14 days at check-in
- Enhancing our **cleaning and sanitizing** at every step of the travel journey
- Expanding our **electrostatic spraying** using an EPA-approved, hospital grade disinfectant that kills 99.9% of viruses and bacteria for up to seven days
- Continuing to use **HEPA filters** on board all mainline and the majority of regional jets

Our goal is to enhance safety while also ensuring customers feel comfortable.
Thanks for checking in!

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Forum

Updates from Jill Surdek



July 24, 2020

All Flight Service team members

What to expect after October 1

Based on some of the questions we've been receiving, it's clear many of you have spent the past week considering whether the voluntary programs we're offering are right for you. While you are considering the details of these programs, I also want to make sure you fully understand the new reality of what your schedule and flying may look like. The reality is our business is going to change, moving forward and for the long-term. While we have talked about these ideas previously, it may be helpful to see it all together as you are deciding your future.

- **While we won't know details of reserve seniority until the voluntary options window closes and any furloughs are determined, we expect it to increase significantly**
 - At some bases, reserve seniority will likely exceed 35 years. This is because we'll likely have fewer junior flight attendants on the straight reserve or one-on, one-off rotation.
 - Approximately 80% of flight attendants will be in the reserve rotation
- **Higher line averages will be prevalent as we build more efficient schedules with fewer flight attendants.**
 - You can expect line averages to be in the low to mid-80-hour range
- **70-hour paid VLOAs will be discontinued after Sept. and we'll no longer offer monthly PVLOAs.**
- **We'll continue to meet all contractual obligations, but trips will look a lot different as we need to build a more efficient schedule. *What do we mean?***
 - More four-day domestic trips
 - Longer duty days with multiple legs per day with potentially longer sit times and shorter layovers
- **Fewer IPD trips and fewer positions on each IPD trip**
 - As we announced earlier this month, we'll reduce most widebody international crew complements to FAA minimum + one
 - Transcons on the A321T will be operated with five flight attendants instead of six

- International flying will be down significantly through at least end of 2021
- **Displacements are possible as we right-size each base to operate more efficiently and in line with the airline schedule**
 - Currently, we're overstaffed in bases like Miami, Los Angeles and Phoenix – meaning we have to build less than optimal trips, which is costly.
- **The 40-hour monthly minimum stays in place**
 - This is not only a contractual requirement but also affects how our bidding and trading systems work.
 - With fewer monthly leaves offered, you should expect to fly each month.
- **Masks are mandatory – without exception**
 - They will be part of our future for a while and you'll be expected to wear one when you come to work

We have some unique offerings that are on the table when it comes to alternatives to flying. That's why I wanted to paint a realistic picture of what life will be like beginning this fall. I know many of you have already decided that you are in this for the long-term because you still love this great profession and/or you need the financial stability this job provides. We are truly thrilled that you are staying part of the team, knowing what is ahead. With this decision, you're re-committing yourself to rebuilding our airline and everything the flight attendant job will entail moving forward.

This is an important decision for each of you and one I know many of you are wrestling with. For those who are still contemplating their future, we hope that our continued information about the voluntary programs and what to expect with your schedule is helpful. American is and will continue to be a great place to work, and I'm confident the steps we're taking now will position us for long-term survival.

VEOP and EVLOA deadline is July 31 at 2359 CT.

[Click here to view ballots and more information.](#)

We're constantly updating a list of frequently asked questions on the [Flight Service website](#).

- Have questions about the VEOP? [Click here](#).
 - Have questions about the Retiree Health Reimbursement Arrangement (RHRA)? [Click here](#).
 - Have questions about COBRA? [Click here](#).
- Have questions about the EVLOA? This includes recently updated FAQs about CQ [Click here](#).
- Have questions about what happens if you are furloughed? [Click here](#).

If your question isn't answered in the FAQs or online information, please email FA.Questions@aa.com.

Helpful phone numbers:

Benefits Service Center: 888-860-6178

- *Can answer questions about health/dental/vision and benefits, active vs. COBRA rates, FSA, HSA and RHRA*

Pension Service Center: 800-447-2000

- *For questions about pension benefits.*

Fidelity: 800-354-3412

- *For questions about 401K and investments*

Learn more about the Retiree Health Reimbursement Arrangement (RHRA) on *Tell Me Why*

In the latest episode of "Tell Me Why", Managing Director of Benefits Pankaj Kadam provides more information about the RHRA. [Click here to watch](#).

Upcoming Virtual Town Halls:

We will be hosting additional town halls next week, including one specifically to answer retirement questions. See the schedule below.

General Questions

July 27 at 1030 CT

July 28 at 1030 CT

July 30 at 1400 CT

Retirement Questions

July 28 at 1400 CT

Watch your CCI messages or view the Flight Service website for more information on how to join the meetings.

Your questions, our answers

1. When will my vacation be paid out on an PVLOA vs. EVLOA?

If you are on a PVLOA, your vacation not used during the PVLOA footprint will be paid out in February 2021. If you take an EVLOA, your scheduled vacation during your EVLOA footprint will be carried forward for use upon your return to active status. You will be able to participate in the annual vacation bid. Days accrued for the annual bid process will be eligible for bidding in Round 1 and days carried forward will be eligible for Round 2 of the annual vacation bid process. You will want to participate in the annual process to have days scheduled if your EVLOA extends through the entire vacation year. This will help ensure you have vacation scheduled in the event you are returned to active status prior to the EVLOA expiration date.

2. Rumor control: Can people who are senior get pulled on to straight reserve?

No. Per the contract, only flight attendants in their first year of flying serve straight reserve. That's not changing. However, we expect around 80% of flight attendants will serve in the reserve rotation. That means most flight attendants are likely to be on reserve three times per year. (One on, three off rotation.)

3. If I am on an EVLOA, do I need to attend training? What happens when I go QI?

You will not be required to attend training while on an EVLOA. If you'd like to attend training during the extended leave, you will have that option. If you go QI while on leave, your benefits won't be impacted and you'll still be able to ride on the jumpseat. See chart below. Our expectation is that you will be current and ready to fly when your EVLOA ends.

If you are on a PVLOA that ends soon and plan to fly in September, your training must be current. If you do not wish to attend training, we recommend you apply for a PVLOA for this month.

What happens if I go QI?

I haven't been to training in ≤ 13 months	Standard CQ
I haven't been to training in > 13 – 36 months	CQ, "While you were away" WBT, any missed drills and any other required training
I haven't been to training in > 36 – 60 months	Attend 3 weeks Leave of Absence Requalification Program (LOARP)

<p>I haven't been to training in > 60 months</p>	<p>Attend 6 weeks of Extended LOARP (ELOARP) or initial flight attendant training (depending on programs being offered)</p>
<p>What happens if I go QI between the award of the EVLOA or VEOP and I'm not on a PVLOA/VLOA?</p>	<p>You must maintain your qualifications and be available to fly until you start your EVLOA or VEOP</p>
<p>If I was active on 15JUL and go QI prior to awards, can I still be awarded the EVLOA?</p>	<p>You will be awarded; however, you must attend training and be available to fly until the start of your EVLOA or VEOP. Failure to get requalified by the start of your EVLOA can result in progression through the performance policy.</p>

4. What expenses are eligible for the RHRA?

Most medical, prescription, dental and vision expenses and even health care insurance premiums are eligible for reimbursement. This means you can submit claims for reimbursement of medical insurance premiums you have paid, including those for Medicare Part B and Part D, as well as COBRA premiums.

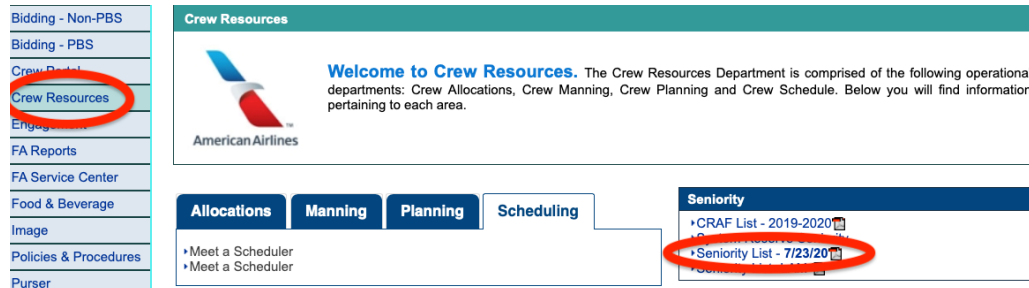
What expenses aren't eligible?

- Pre-tax health premiums (e.g., coverage with another employer).
- Other insurance premiums (e.g., life insurance, disability, auto, short- or long-term disability).
- Health club and social activity fees and memberships.
- Long-term care facility fees (long-term care *insurance premiums* are eligible).
- Vacation and travel for health reasons.
- Certain health care items and services, such as cosmetic procedures, personal use toiletries, cosmetics, vitamins and nutrition supplements.

A complete list of eligible expenses can be found at the American Airlines Benefits Service Center under Learn About > Eligible Expenses.

Updated seniority list is now available on the Flight Service website

For the updated APFA-represented flight attendant seniority list, visit the Flight Service website. Click on the "[Crew Resources](#)" section and select "Seniority List – 7/23/20". This list has been updated to remove flight attendants who took previous early out packages.

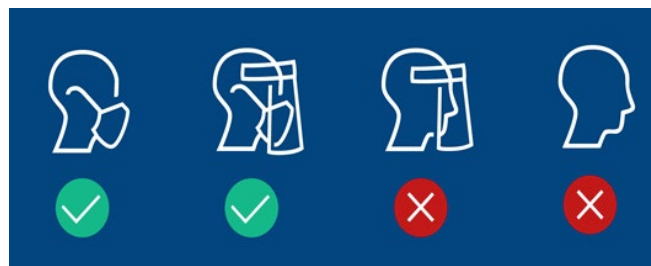


Why is my seniority number different than the number I currently see using Hi8 on FOS/DECS or on the Flight Service homepage?

Since some flight attendants who took previous VEOPs are still on payroll, they still appear in the seniority list in FOS/DECS, however they can't return to active status and are still in the system seniority list for pay purposes only. Your Flight Service website homepage pulls information from FOS/DECS. The new list on the Crew Resources page has been adjusted to remove flight attendants who took early outs. And the list posted on July 23 will give you your true seniority number.

Strengthening our face covering policy for crew members and customers

Starting July 29, customers will be required to wear face coverings throughout their journey, from the time they enter the departure airport to when they leave the airport at their destination. Face coverings will also be required of all flight attendants. If you previously received an accommodation due to a medical exemption, you'll be contacted by our ADA team to review your options. Flight attendants are also now permitted to wear face shields, in addition to face coverings. The face shields must be worn along with a face mask. View the story on [Jetnet](#), or [click here to view](#) the communication sent to flight attendants earlier this week.



Relationships matter

There's a saying: they may forget what you said, but they will never forget how you made them feel. CLT flight attendant Karen Trilli made a huge impression on a customer.

I want to take the time to acknowledge Karen, the Flight Attendant on my CLT-FLL flight. She was really attentive, even going so far as to write a really nice note welcoming me back to flying. Last year I made Executive Platinum with all the flights I completed for work. However, this year consulting (and business travel) has stopped with COVID impacts. I thought it was so special for her to take the time to write such a nice note, and I left the flight feeling so honored that she appreciated the circumstances enough to take a few moments to make me feel special. American

Airlines should know when there is an employee who is going above and beyond for passengers. That truly makes the experience feel like a relationship. Relationships can be won or lost with even the smallest acts, and Karen is winning those relationships for American Airlines.

Way to go Karen! It's these relationships that will get more customers back on our flights.

Thanks for checking in!

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Forum

Updates from Jill Surdek



July 28, 2020

All Flight Service team members

VEOP and EVLOA deadline extended through Aug. 5

The deadline for the extended voluntary leave of absence (EVLOA) and voluntary early out programs (VEOPs) has been extended to **Aug. 5 at 11:59 p.m. CT**.

Click [here](#) for more information or to view the ballots.

For more information:

Click on the links below to view guides outlining the details of each offering:

- [VEOP for represented team members with 10 or more years of workgroup seniority »](#)
- [VEOP for represented team members with less than 10 years of seniority »](#)
- [EVLOA for 15, 18 or 24 months »](#)

Have questions?

Click on the links below to view answers to frequently asked questions:

- [VEOP FAQs](#)
 - [RHRA FAQs](#)
 - [COBRA Information](#)
- [EVLOA FAQs](#)
- [Involuntary furlough FAQs](#)

If you can't find an answer to your question in the FAQ list, please email FA.Questions@aa.com.

Helpful phone numbers:

- Benefits Service Center: 888-860-6178
 - *Can answer questions about health/dental/vision and benefits, active vs. COBRA rates, FSA, HSA and RHRA*
- Pension Service Center: 800-447-2000
 - *For questions about pension benefits.*
- Fidelity: 800-354-3412
 - *For questions about 401Ks and investments*

Your questions, our answers

- **What if I apply for both a VEOP and an EVLOA? Which one will I get?**
You'll be awarded a VEOP first. If you decide you want an EVLOA and already applied for a VEOP, you will need to rescind your VEOP request.
- **Can I get reimbursed for my passport while on furlough or an EVLOA?** Yes, if you incur the expenses within 60 days of your return to work date. If you're furloughed, you won't know this date until you've been notified you're being recalled.
- **Since we're not provided with company paid parking while on EVLOA, if I attend training, can I be reimbursed for parking?**
Yes. You may expense reasonable parking costs. You'll be reimbursed, per company policy, and must submit a reimbursement claim within 30 days of incurring the expense.
- **How do I view my last training month?** Sign in to your personal mode in DECS/FOS and make the entry HI*9 (ENTER). Your last training month appears in the "EPT BASE MO" column.
- **When will we know if there will be involuntary furloughs?** We expect to know this by mid-August – after we've awarded the voluntary options and take a final look at the future airline's schedule.

Next Virtual Town Hall – July 30 at 1400 CT

We'll be hosting another Virtual Town Hall on Thursday, July 30 at 1400 CT.

Two ways to take part:

- Call **866-240-1897**, enter event code 130 597 3218
- Watch the event on Webex. [Click here](#), enter password: pMSsAJk@224

Use your mobile phone to ask questions:

Text **AACREW** and your question to **22-333**.

For more information on how to attend the virtual town hall, please visit the [Flight Service website](#).

Updated PA announcement on face coverings

Unfortunately some people don't always wear their face coverings correctly. Based on your feedback, we've adjusted the PA to remind customers that face masks must securely cover their mouth and nose. At the same time, please make sure you are wearing your mask correctly to serve as a good example for our customers.

Please see [today's communication](#) about the updated face covering requirements and flight attendant procedures.

Priority COVID-19 testing for American team members

American has teamed up with health care providers to offer priority COVID-19 testing to U.S.-based mainline team members and their loved ones. See [Jetnet](#) for a list of local testing sites. Some sites do offer testing even if you are not displaying symptoms, but, because of high demand, some locations may prioritize tests for patients who are showing symptoms.

Is your passport close to expiring?

Passport agencies are no longer accepting in-person appointment due to COVID-19. If your passport is expired or will expire in 7 months or less, you'll need to follow new procedures. You'll send your documents to a central processing center, and you must fill out a form in Comply365 to notify us that your passport is being renewed. You will be temporarily allowed to fly domestic U.S. trips while your passport is being renewed. [Click here for more information](#).

Questions about ZED travel?

I recently received some questions about ZED travel. You can view a [list](#) of airlines we have agreements with on Jetnet. Click on "Travel" and then "View more". Then click on "Other airline travel" and view the "[ZED agreement summary](#)".

New voice coming to the PRAM

You may be hearing a new voice delivering the pre-recorded safety announcement. The new recording features a woman's voice and can be heard on select Boeing 737

and Airbus A321 aircraft. By Aug. 1, the new safety announcement will be on the 737K, A321OA and A321NX. Click [here](#) to listen.

By the way, we're also working to improve the PRAM volume settings on these aircraft. We've heard your feedback and plan to have this issue fixed later in the year.

Outstanding performance

A ConciergeKey customer shared this story about MIA flight attendants Stacie DePatta and Jeffrey Jurges.

It is a pleasure to extol the outstanding performance of #1 Flight Attendant Stacie DePatta and #3 Flight Attendant Jeff Jurges. They were exceptionally cordial and unquestionably attentive throughout the flight, making sure that I had ample beverages and adequate snacks to complement the food that I had purchased before boarding the aircraft. As a CONCIERGE KEY, I especially relished our meaningful conversation about maintaining superior customer service during the COVID-19 pandemic. Stacie individually thank[ed] all the passengers in the premium cabin. I believed that I had made a lifelong friend when she and I exchanged a warmhearted "until we meet again" when I departed the airplane. Please share this praise with Stacie and Jeff, as well as with the appropriate management personnel. Thank you very much.

To Stacie and Jeffrey – wonderful job and keep up the great work!

Thanks for checking in!



Jill Surdek
Senior Vice President, Flight Service

Flight Service Forum

Updates from Jill Surdek



July 31, 2020

All Flight Service team members

New short-term leave options, election window for VEOPs and EVLOAs extended

Many of you told us you wanted to take a leave but would prefer a shorter term. That's why we're now offering two new short-term leave of absence (STLOA) programs.

Oct. 1 – March 2021 (Return to work in the April 2021 bid month)

Oct. 1 – May 2021 (Return to work in the June 2021 bid month)

If you're currently on a PVLOA that ends before the March 2021 bid month, you may request to roll into one of the above short-term leaves "already in progress." The STLOA will begin once your current leave ends, or you may choose to convert your PVLOA to an STLOA effective Oct 1. In both cases the end date of your leave of absence will be as noted above. [Click here to learn more about the STLOA.](#)

While the STLOAs provide additional flexibility, they don't eliminate the need for longer term leaves as we work to reduce or prevent flight attendant furloughs. Along with the new options, we have extended the election window for EVLOAs and VEOPs, giving you more time to make a decision.

The new deadline is Aug. 12 at 2359 CT.

Click [here](#) for more information or to view the ballots.

For more information:

Click on the links below to view guides outlining the details of each offering:

- [VEOP for represented team members with 10 or more years of workgroup seniority »](#)
- [VEOP for represented team members with less than 10 years of seniority »](#)
- [EVLOA for 15, 18 or 24 months »](#)

Have questions?

Click on the links below to view answers to frequently asked questions:

- [VEOP FAQs.](#)
 - [RHRA FAQs](#)
 - [COBRA Information](#)
- [EVLOA FAQs](#)
- [STLOA FAQs](#)
- [Involuntary furlough FAQs](#)

If you can't find an answer to your question in the FAQ list, please email FA.Questions@aa.com.

Helpful phone numbers:

- Benefits Service Center: 888-860-6178
 - *Can answer questions about health/dental/vision and benefits, active vs. COBRA rates, FSA, HSA and RHRA*
- Pension Service Center: 800-447-2000
 - *For questions about pension benefits.*
- Fidelity: 800-354-3412
 - *For questions about 401Ks and investments*

Your questions, our answers

- **I'm currently on a leave that ends in February. I want to take an STLOA when my PVLOA ends, when would I come back to work?**

You may ballot for an STLOA to come back to work for the April or June bid month. If you elect to be switched over to an STLOA when your PVLOA ends in February, you'll be on the STLOA until either April or June. The STLOA terms are matched up with our expected increase in capacity. They all start Oct. 1 and run through either the March or May bid months, depending on which option you choose.

- **Can I get reimbursed for my passport while on furlough or an EVLOA, PVLOA or STLOA?** Yes, if you incur the expenses within 60 days of your return to work date. If you're furloughed, you won't know this date until you've been notified you're being recalled.
- **Am I eligible for LTD/STD if I take a VEOP?**
It depends on which VEOP option you choose. If you take the Lump sum option, your separation date is Oct. 1, 2020 and you would not be eligible for LTD/STD as you will no longer be on the company's payroll. If you take the 12-month option, you'll still be on payroll until Oct 1, 2021. If you are currently enrolled in LTD/STD or make such election during the annual open enrollment, you will be eligible for LTD/STD coverage *should you become ill or injured and qualify for benefits under the provisions of the plans.*
- **If I take one of the VEOP options, what will happen to my life insurance?**
 - Lump Sum – Life insurance coverage ends, but you will receive information from MetLife with an opportunity to port or convert to an individual policy. Rates may be different.
 - 12-month – Life insurance continues for the 12 months on payroll the same as for an active employee. After the 12 months, at separation/retirement, coverage ends and you will receive information on options on how to port/convert to an individual policy.
- **How will I get access to the money in my RHRA account?**
You'll be issued a debit card, just like an FSA or HSA account. You can use the debit card to pay for your eligible medical expenses. You will also have the ability to submit claims for reimbursements.

Next Virtual Town Hall – Monday, Aug. 3 at 3:30 p.m. CT

Two ways to take part:

- Call **866-240-1897**, enter event code 130 413 1934
- Watch the event on Webex. [Click here](#), enter password: XRjTd4q8k*7

Use your mobile phone to ask questions:

Text **AACREW** and your question to **22-333**.

For more information on how to attend the virtual town hall, please visit the [Flight Service website](#).

We're planning additional town halls on Aug. 6 at 10:30 a.m. CT and Aug. 12 at 1:00 p.m. CT. Watch your CCI messages and the Flight Service website for details on how to participate.

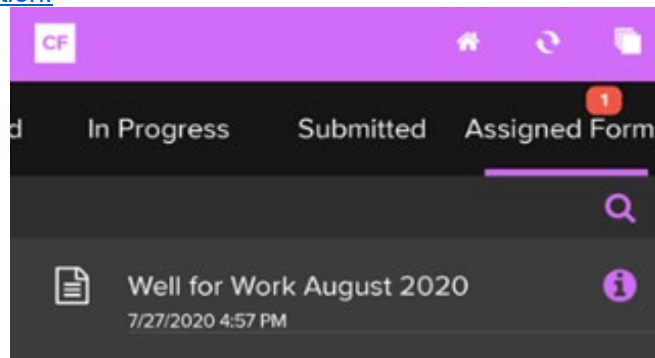
Check out Crew News

During a recent Crew News, Robert Isom answered questions from crew members about the company's future, outlook for ORD and MIA hubs, VEOPs and EVLOAs

and the possibility of furloughs. He hosted question and answer sessions with flight attendants and pilots. You can watch both sessions on [Jetnet](#).

New: Making sure you are “Well for Work”

Starting today, all US-based team members will be required to sign a monthly declaration promising to monitor their own health each day and stay home if they feel sick. The form takes just seconds to fill out. Flight attendants can complete it using Comply365. Just open up Comply365 and click on “My forms”. At the top navigation bar, swipe to the left until you see “Assigned Forms”. Click on “Assigned Forms” to view your monthly Well for Work declaration. For more information click [here to view the communication](#).



You have until Aug. 6 to complete the form. Starting in September, you will have until the end of each month. Right now, this form is only for our US-based team members. We plan to roll it out for flight attendants based in South America soon.

Note: Only active flight attendants need to fill out the Well for Work form. If you are on a leave, you only need to complete the month you attend training.

Need a thermometer? Visit a Crew Service Center

As part of monitoring your own health, we recommend that you take your temperature twice per day. While temperature checks are being conducted at many key airports, it's a good idea to check your own temperature. If you don't have a thermometer, you can pick up disposable ones in the Crew Service Center. There's a limited supply in each base. And please check the COVID-19 folder in Comply365 for destination-specific information. In some cities like Denver, local rules actually require you to take your own temperature before working.

Free one-on-one consultations with Fidelity

Have questions about your 401K or retirement planning? It's always good to have a professional review your investments. Fidelity is now offering free 45-minute phone consultations with American team members. Click [here](#) to register. Appointments are available through Aug. 31. It's a free service, so I recommend you take advantage.

Speaking of finances: Check your beneficiary information

It's important to plan for the unexpected. Make sure information about your beneficiaries is up-to-date. Visit my.aa.com or contact the Benefits Service Center at 888.860.6178 .

Hand sanitizer on flights under 900 miles

Starting next week, we'll begin offering hand sanitizer wipes/gels to customers on flights under 900 miles. We will start on flights out of DCA, followed by DFW and then the rest of the system over the next few weeks. You'll follow the same procedure for passing out sanitizer during boarding as you do snack bags. We've been testing this procedure and it has worked well. See your catering paperwork for more information. We will continue to provide sanitizer in snack bags on flights 900-2,200 miles and during the beverage service on flights longer than 2,200 miles. With the rollout on flights under 900 miles, we will be distributing a hand sanitizer to every customer on every Mainline and Regional flight.

Note: Please don't move or consolidate hand sanitizer gels/wipes. For safety reasons, federal air regulations limit the amount of sanitizer that can be stored in a single location.

Customer Confidence

You are the face of our airline. You have the power to turn any customer into a *loyal* customer. Thanks to SLT-based flight attendant Cherie Patel, a recent customer in First Class is promising to fly American again.

My flight attendant, Cherie, was absolutely amazing. She was so attentive, so pleasant, and made my journey an absolute delight. She should be given every accolade for her kindness and warmth. She made my experience everything I would expect from a top-level airline and a First Class reservation. She was professional, pleasant, joyful, engaging, and constantly checked on me and other passengers to see if there was anything she could do to make us more comfortable. After this flight, because of Cherie, American will be my choice of airline going forward. Please send her my sincere gratitude and please do everything you can as a company to show your own gratitude to her for representing your company so well.

This is outstanding Cherie! I appreciate your top-notch customer service!

Thanks for checking in!



Jill Surdek
Senior Vice President, Flight Service

RDU - Raleigh / Durham Flight Service



A note from Jill Surdek

July 1, 2020

All RDU based flight attendants

The impact the coronavirus (COVID-19) has had on our industry has been nothing short of devastating. We're operating in a vastly different landscape than where we imagined we'd be just several months ago. And despite glimmers of hope when it comes to returning demand for air travel, we have a long road ahead of us when it comes to rebuilding our network. While we'll never compromise on safety, every decision we make now has the goal of cash preservation in mind. It means making difficult choices when it comes to our network, our product, and our people.

That's why today, we're announcing the difficult decision to close the St. Louis (SLT) and Raleigh/Durham (RDU) flight attendant crew bases effective with the February 2021 bid month.

You may be asking, why now? As I mentioned above, we have some tough choices to make to ensure our long-term survival – and this is one of them. And the simple explanation comes down to costs. Maintaining a base requires real estate, management and support staff headcount and a group of flight attendants on reserve to support unexpected things in the operation – which is challenging for small bases in this environment.

The RDU Base has played a crucial role in the success of American Airlines since it opened in 1987. The RDU flight attendants are known throughout the system for their exemplary customer service. The unique size of the operation allowed flight attendants to establish and maintain meaningful relationships not just with each other but also their passengers, many of whom became known on a first-name basis. We know that the RDU flight attendants will carry their professionalism, courtesy and high standards with them wherever they may go in the system.

What's next?

We are planning for Raleigh/Durham to operate as a satellite of CLT beginning with the March 2021 bid month – meaning you can bid for sequences that originate and terminate in RDU.

We know you will have questions on how this conversion from base to satellite will work. We will be developing a FAQ (frequently asked questions) page online the coming days and weeks. Additionally, Tonya Walker-Smith and the RDU leadership team will remain available to you throughout this process – so don't hesitate to reach out if you have questions not covered in the FAQ.

The past few months have been tremendously challenging, and we appreciate your continued professionalism. You have our commitment to make your base closure a top priority.

Jill Surdek

Senior Vice President, Flight Service

[Jill. Surdek@aa.com](mailto:Jill.Surdek@aa.com)

SLT - St. Louis

Flight Service



A note from Jill Surdek

July 1, 2020

All SLT-based flight attendants

The impact the coronavirus (COVID-19) has had on our industry has been nothing short of devastating. We're operating in a vastly different landscape than where we imagined we'd be just several months ago. And despite glimmers of hope when it comes to returning demand for air travel, we have a long road ahead of us when it comes to rebuilding our network. While we'll never compromise on safety, every decision we make now has the goal of cash preservation in mind. It means making difficult choices when it comes to our network, our product, and our people.

That's why today, we're announcing the difficult decision to close the St. Louis (SLT) and Raleigh/Durham (RDU) flight attendant crew bases effective Feb. 2021 bid month.

You may be asking, why now? As I mentioned above, we have some tough choices to make to ensure our long-term survival – and this is one of them. And the simple explanation comes down to costs. Maintaining a base requires real estate, management and support staff headcount and a group of flight attendants on reserve to support unexpected things in the operation – which is challenging for small bases in this environment.

I'd be remiss if I didn't acknowledge the unique and historical significance of St. Louis – having been a flight attendant crew base for Trans World Airlines. A pioneer in the aviation industry, TWA operated for 79 years obtaining one of the best safety records in the industry. TWA was the first airline to offer transcontinental nonstop flights between the East and the West coasts, the first to offer true round the world service, the first to conduct all cargo jet service and the first airline to offer all jet service across the Atlantic. On August 31, 2004, Flight 2932 from St. Louis to Dallas/Ft. Worth operated as the final flight under the TWA LLC certificate. The actual certificate was transported to Washington D.C., for its official retirement, where it remains today.

With the purchase of Ozark Airlines in 1986, TWA used sixty of Lambert Airports 80 gates, and carried over 80 percent of the passengers passing through Lambert International Airport. This crew base has supported the city of St. Louis during its peak as a hub city, as well as over the last decade. And for that reason, today is no doubt an emotional day for everyone.

What's next?

We are planning for St. Louis to operate as a satellite of DFW beginning with the March 2021 bid month – meaning you can bid for sequences that originate and terminate in St. Louis.

We know you will have questions on how this conversion from base to satellite will work. We will be developing a FAQ (frequently asked questions) page online in the coming days and

weeks. Additionally, Rey Ocasio and your SLT leadership team will remain available to you throughout this process – so don't hesitate to reach out if you have questions not covered in the FAQ.

The past few months have been tremendously challenging, and we appreciate your continued professionalism. You have our commitment to make your base closure a top priority.

Jill Surdek

Senior Vice President, Flight Service

Jill.Surdek@aa.com

SLT - St. Louis

Flight Service



Remembering our colleague: Joe Tormes

July 6, 2020

Dear fellow flight attendants,

It is with deep sadness that we inform you of the sudden passing of Joe Tormes, St. Louis based flight attendant, on Sunday, July 5, 2020. Joe and his wife Elsa Jett-Tormes were working a flight together when Joe passed away. Joe flew with American for 20 years.

We know that many of you worked with Joe and know you will miss him deeply. Those who also work with Jett, as well as our entire flight attendant family, will want to be sure and keep her and their son, Brandon Jett, in your thoughts during this difficult time. We are working directly with the family to support their needs.

Details for a memorial service and donations are pending.

We'd also like to give a special thanks to the Airport Customer Service and Flight Ops teams at St. Louis for their support for Jett and our customers onboard the flight.

Our hearts go out to all who knew and worked with Joe.

Jill Surdek
Senior Vice President Flight Service

Julie Hedrick
President, APFA

Rey Ocasio
Base Manager, St. Louis

Nena Martin
President, APFA, St. Louis



Policies & Procedures

Flight Service



UPDATED: Quarantine announcement required prior to arrival in NY from 16 states

July 1, 2020

All flight attendants

Starting July 2, flights arriving into New York from **California, Georgia, Iowa, Idaho, Louisiana, Mississippi, Nevada, Tennessee** now require the “Notice of Quarantine” announcement. These states are in addition to the eight states listed below.

Original NY State order

Starting June 29, FA1 will be required to make a new “Notice of Quarantine” announcement on flights arriving in New York state from **Alabama, Arkansas, Arizona, Florida, North Carolina, South Carolina, Texas and Utah.**

The “Notice of Quarantine” PA and other information about the recent New York state order can be found in Comply365:

My Publications > 01 IFM/PAs/COVID19 > PAs > COVID-19 PAs > 01 COVID-19 PAs

Melissa Dyar
Senior Analyst, Flight Service Policies and Procedures
Melissa.Dyar@aa.com



Inflight Manual revision 16 now available

July 2, 2020

All flight attendants

The Inflight Manual (IFM) Revision 16 is now available on the flight attendant tablet (EFB).

It is your responsibility to verify the correct version of the IFM (Rev 16, effective July 2, 2020) is in both the PDF and Comply365 on your tablet before reporting for duty.

As a reminder, you must update your Flight Attendant Tablet (EFB) prior to reporting for duty or training, no later than July 12, 2020.



Key changes in this IFM revision include:

- Added severe allergies and severe allergies briefing for required Canadian flights buffer zone. *IFM > Medical > Severe Allergies*

Second phase of IFM transition from ezPDF to Comply365 underway

Comply365 becomes the location of our FAA-compliant manual in October. The second phase of the transition is underway.

In REV16, you'll be redirected from ezPDF to Comply365 for the following chapters:

- Crew Duties
- General Policies and Procedures
- Safety
- Security
- Equipment

All other chapters are still available in ezPDF and will transition in future REV's.

If you need a refresher on Comply365, you can find videos [on how to login to Comply](#), [create a PIN](#), [navigate, create shortcuts](#) and [sync to update your manual](#) on the Flight Service website.

Mike Hepp
Senior Analyst, Flight Service Policies & Procedures
Mike.Hepp@aa.com



The new COVID-19 folder: Everything you need to know before you fly

July 9, 2020

All flight attendants

As we manage our responses to COVID-19, changes to our policies and procedures have become the new normal. As a result, we've established a new COVID-19 folder in Comply 365 to ensure you get the most recent updates to policies and procedures, as well as destination-specific information in one easy-to-access location. We understand it's hard to manage so many changes through CCI updates, so we're eager to give you everything in one place — a single source for flight attendants to get COVID-19 policy and procedures and operational updates needed to do your job.

Dedicated COVID-19 folder

In Comply365, under *My Publications* > *01IFM/PAs/COVID19*, there is now a dedicated COVID-19 folder that includes:

- Destination updates
 - Destination specific PAs
 - Information specific to layovers
 - Form requirements
- FAA Exemptions
- COVID-19 onboard service procedures
- COVID-19 policies and procedures
- Safety briefings

English PA card

The English PA card includes required COVID-19 PAs for all flights, including:

- Pre-Departure Snack Bag Service PA (flights 900-2199 miles)
- Health and Safety Departure and Mid-Flight PAs
- Arrival, Taxi-In PA

Notification of updates

Updates to the IFM and COVID-19 folders will now be communicated through CCI as a high-level overview and details on where to locate the information in Comply365. It is the responsibility of each flight attendant to check CCI messages and re-sync Comply365 frequently to get current updates.

Stacey Frantz
Senior Manager, Policies, Procedures & Safety
Stacey.Frantz@aa.com

Amanda Freitag
Senior Manager, Flight Service Operations & Security
Amanda.Freitag@aa.com



Flight Service



Updated COVID-19 destination-specific procedures are now in Comply365

July 15, 2020

All flight attendants

We've recently updated COVID-19 procedures for the following destinations:

- London – BA arrivals lounge in Terminal 5
- Paris – CDG Fast Track suspended
- NYC – States added to quarantine requirement; required traveler form now electronic

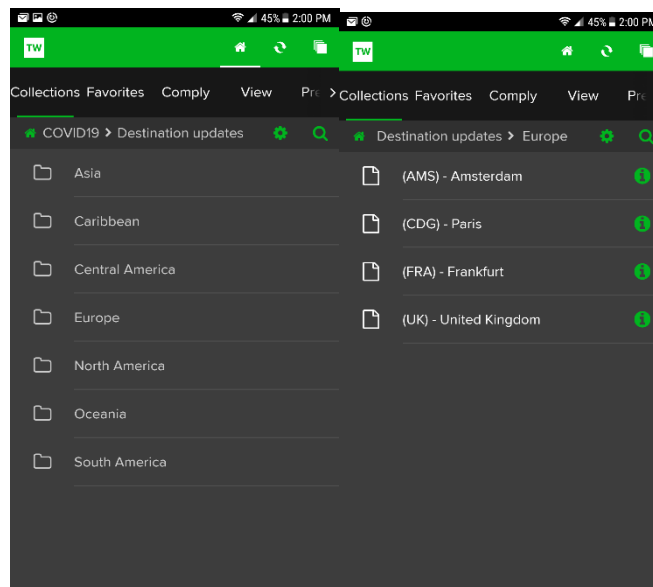
Please read this information prior to departure if you are scheduled to work a trip.

Destination-specific policies and procedures change frequently as the situation with COVID-19 evolves. We'll make sure the most up-to-date information is available in Comply365.

Be sure to sync Comply365 frequently and check the COVID19 folder before your flight.

Destination-specific inflight and operational procedures:

My Publications > 01 IFM/PAs/COVID19 > COVID19 > Destination Updates > (region)





Policies & Procedures

Flight Service



Strengthening our team member face covering requirement, face shields permitted

July 22, 2020

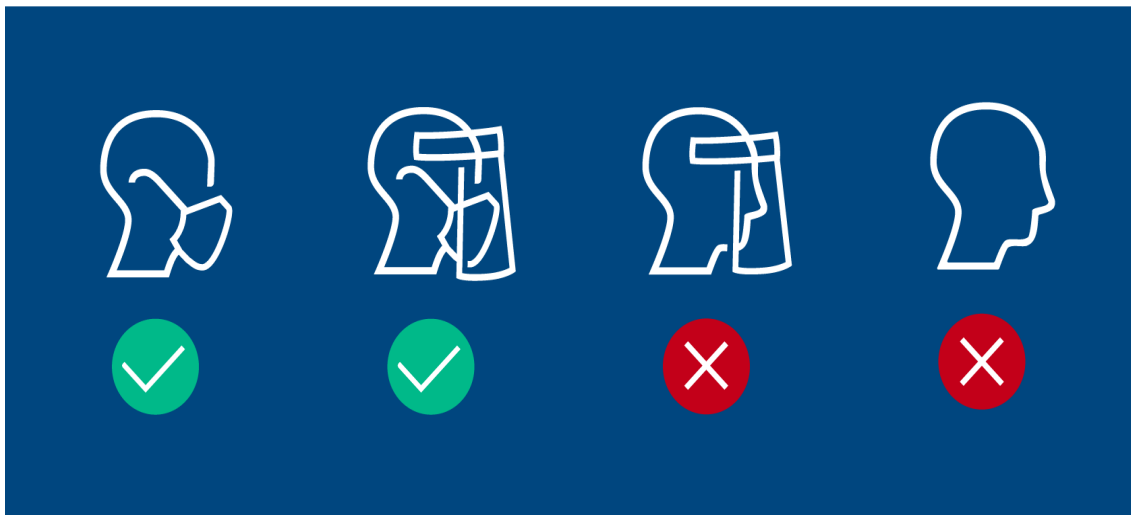
All flight attendants

“Face coverings are actually a very important preventive intervention that can really block this virus.” ~ CDC Director Dr. Robert Redfield

Requiring face coverings is part of our multi-layered approach to keep you, your colleagues and our customers safe, and that’s why wearing a face covering is considered an essential function for all team members while they are at work.

Beginning **Wednesday, July 29**, all team members will be required to wear a face covering at work. Team members who previously received an accommodation as part of our face covering requirement will be contacted by our Americans with Disabilities Act (ADA) team to notify them of the change. If you cannot wear a face covering, the ADA team will review your options with you.

Beginning today, we’re also taking our face covering policy a step further by **allowing team members to wear face shields in addition to the face coverings**. To be clear, face shields do not replace face coverings, as they are still required. But you are welcome to wear both at work.



We’ve also strengthened the face covering requirement for customers who now must wear them throughout their journey. Beginning Wednesday, July 29, if a customer cannot wear a face covering, they won’t be able to travel with us. More information on procedures for customers who cannot wear a face covering will be provided in a separate communication.

As a reminder, face coverings must be a solid color with no slogans or logos. If you haven’t already, pick up your uniform standard Lands’ End OEKO-TEX face coverings from your base.

Frequently asked questions are available on [Jetnet](#).

Stacey Frantz
Senior Manager, Flight Service Policies & Procedures
Stacey.Frantz@aa.com



Policies & Procedures

Flight Service



Inflight Manual revision 16.1 now available

July 22, 2020

All flight attendants

The Inflight Manual (IFM) Revision 16.1 is now available on the flight attendant tablet (EFB).

It is your responsibility to verify the correct version of the IFM (Rev 16.1, effective July 22, 2020) is in Comply365 on your tablet before reporting for duty.

As a reminder, you must update your Tablet (EFB) prior to reporting for duty or training.



Key changes in this IFM revision include:

- Detailed information of the three programs included in the Project Oasis cabin modification. *Comply 365 > Files > IFM > REV 16 > IFM_Rev_16-1_FINAL_22JUL20*

If you need a refresher on Comply365, you can find videos [on how to login to Comply, create a PIN, navigate, create shortcuts and sync to update your manual](#) on the Flight Service website.

Mike Hepp
Senior Analyst, Flight Service Policies & Procedures
Mike.Hepp@aa.com



Policies & Procedures

Flight Service



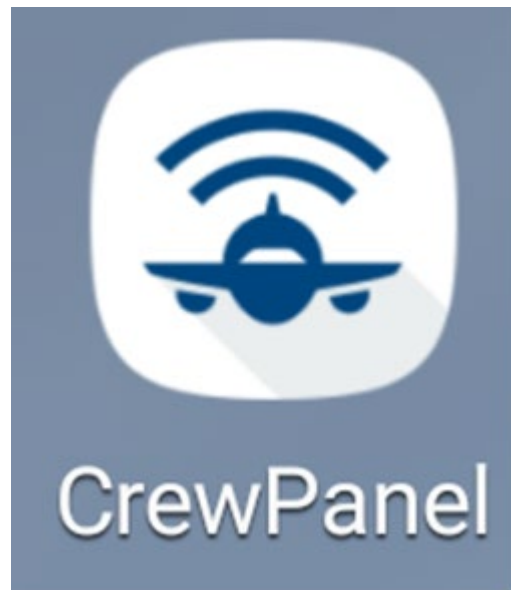
Update to Wi-Fi CrewPanel app now on the flight attendant Tablet

July 22, 2020

All flight attendants

Starting today, we are updating the Wi-Fi CrewPanel app on the flight attendant tablet. This update gives you more insight into the connectivity service on aircraft with Gogo and Viasat Wi-Fi systems. The app has a new look and feel and includes the following enhancements:

- Provides more intuitive flight information
 - Increased text size
 - Updated design of the flight progress bar
 - Shows aircraft information below the flight progress bar
- Gives a detailed status of the Wi-Fi system and the number of users logged in
- Notifies when Wi-Fi service is lost / restored
 - System resets are still coordinated with the Flight Deck



To verify which Wi-Fi system is on the aircraft, tap on the Wi-Fi symbol in the MyFlight app.

Feedback is welcomed and encouraged. Please send to [Van Whitworth](#) on the Flight Service Policies & Procedures team.

Van Whitworth
Senior Analyst, Flight Service
van.whitworth@aa.com



Flight Service



Updates to COVID-19 destination-specific information and PAs are now in Comply365

July 28, 2020
All flight attendants

We've recently updated COVID-19 destination-specific information and resources for the following:

- NYC – New states added to quarantine requirement
- Texas – Health check self-assessment required
- PA card revision 52.10

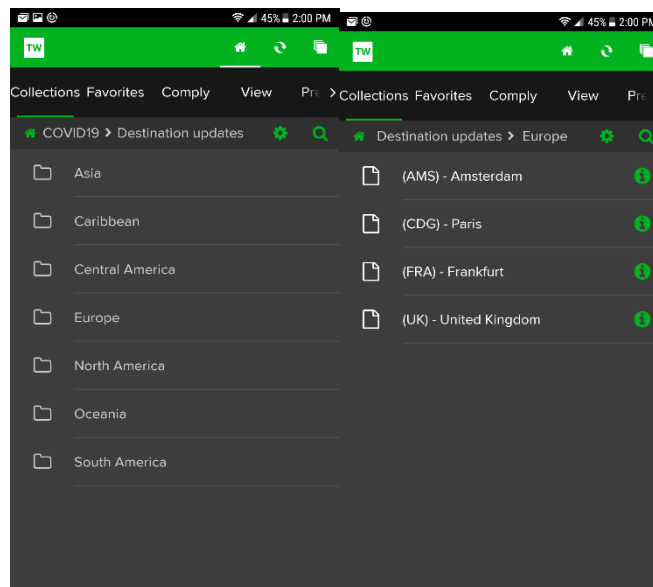
Please read this information prior to departure if you are scheduled to work a trip.

Destination-specific policies and procedures change frequently as the situation with COVID-19 evolves. We'll make sure the most up-to-date information is available in Comply365.

Be sure to sync Comply365 frequently and check the COVID19 folder before your flight.

Destination-specific inflight and operational procedures:

My Publications > 01 IFM/PAs/COVID19 > COVID19 > Destination Updates > (region)



Flight Service Policies & Procedures
Flight Service Operations & Security

Updated customer face covering requirements and flight attendant procedures

July 28, 2020

All flight attendants

Requiring face coverings is part of our multi-layered approach to keep you, your colleagues and our customers safe, and that's why properly wearing a face covering (that cover the nose and mouth) is considered an essential function for all team members while they are at work.

The same requirement for face coverings also applies to all customers over the age of two throughout their entire journey. This includes all areas of the airports which American operates, including Admirals Club lounges, and onboard all flights. Here's what customers can expect on their journey:

At the gate

- Gate agents will politely inform any customer without a face covering that our policy requires they wear one while in the airport and onboard the flight.
- If the customer does not have a face covering, they will be offered a disposable face mask
- If the customer will not or cannot wear a face covering, they will not be able to continue their journey with us

Onboard the aircraft

- Face shields are allowed but do not replace face coverings which are required
- Customers may briefly remove face coverings to eat or drink
- Flight attendants must complete a cabin walk-thru after the departure and mid-flight PA to remind customers who are not wearing a face covering that they must be worn during flight
- Provide a customer a face covering, if needed. There is a small supply in the PPE drawer in the glass cart in premium galleys
- Fill out and submit a CERS report under the *customer misconduct > face covering / mask* category if after clear communication of the requirement, the customer refuses to wear a face covering. No notification to the customer is necessary, as we want to keep the interaction de-escalated. Simply verify the customer's name and seat number and include the information in the CERS report along with a short but clear summary of the incident and your personal interactions with the customer. Corporate Security will take appropriate action, up to and including placing the customer on a do not fly list

- Do not escalate the situation and do not complete a PIDR unless a customer becomes aggressive or threatening

Stacey Frantz
Senior Manager, Flight Service Policies & Procedures
Stacey.Frantz@aa.com



Flight Service



Flight Service Virtual Town Hall

July 1, 2020

All flight attendants

Flight Service Town Hall

Thursday, July 2 @ 1230CT

Text questions to: 22333
Then write: AACREW and
then your message*

** Please keep your messages short as
there is approx. 100 character limit*



We'll be hosting another Flight Service Virtual Town Hall tomorrow at 1230 CT. Please join us by call-in using your phone or take part in the video conference. We will answer as many questions as we can during the meeting.

Two ways to take part in the meeting:

- 1. Listen to the call on the phone:** 866-240-1897 or 210-795-1114

Enter event number: 130 713 2228
(Outside the US? Click [here](#) for a list of toll-free numbers)

- 2. Watch the meeting on video conference using Webex:**

Click [here](#) to join. Enter event password: auSVjrG*548

Use your mobile phone to ask questions:

Text **AACREW** and your question to 223-33

- Questions are anonymous
- Text messages are limited to 160 characters



Flight Service Communications & Contract Administration



Update to attendance records

July 6, 2020

Select flight attendants

We have been working hard to update attendance records following the arbitration ruling earlier this year. Currently, we are more than half way through all of the required IT changes. Our end goal is to ensure *MyView* reflects your attendance records accurately in light of the ruling.

You're receiving this mobileCCI message because we've updated your *point* balance in *MyView*. This adjustment removed points that are no longer applicable per the attendance arbitration ruling. If the update triggers a *level* change (e.g., you moving from a Level Two to a Level One), that'll happen later – after we've reviewed and made necessary updates to all flight attendant records. If we end up making further adjustments to your record, including a level change, we'll send you another mobileCCI message to let you know.

As always, if you have questions related to your attendance or performance, please reach out to your Flight Service Manager.

Sam Maher
Director, Flight Service Administration & Field Support
Sam.Maher@aa.com



New mandatory temperature checks for crew members at Canadian departure gates

July 8, 2020

Select flight attendants

The Canadian government is now mandating temperature checks for all crew members and customers at the U.S. departure gate on flights to Canada.

Temperature check

Local airport staff will check your temperature before boarding the aircraft. If you initially register a temperature of 100.4 degrees or higher, you'll be retested again with a different thermometer. If you still register 100.4 degrees or higher, you'll be tested a third time after waiting 15 minutes.

Please note: You may not take fever reducing medication immediately after the initial temperature reading and before the additional tests.

If you register 100.4 degrees or higher after three tests

If, after the process described above, you continue to register with a temperature of 100.4 degrees or higher, you will not be permitted to board the aircraft.

If this happens, you need to contact Crew Tracking to be removed from the flight. The company will provide hotel accommodations and cover ancillary expenses if you're removed from duty in the middle of a trip or when commuting.

It's important to take care of yourselves. Stay home if you feel sick and seek care, if needed. If your temperature reads at or above 100.4 degrees or you're experiencing COVID-19-related symptoms, we recommend you:

- Follow up with your health care provider or set up a telemedicine visit with [Doctor on Demand](#) or Premise Health (where available) to discuss your temperature or symptoms
- Check and record your temperature every two hours to see if fever remains or resolves
- Visit newjetnet.aa.com/coronavirus for information on coronavirus (COVID-19).

While this is our current process, it is subject to change based on more information or additional direction we may receive from local jurisdictions. If things change due to an updated mandate, we will be sure to let you know.

Thank you for your patience and continued understanding during these uncertain times, and for helping us to keep you, our team members and customers, safe.

Amanda Freitag
Senior Manager, Flight Service Operations & Security
Amanda.Freitag@aa.com



Flight Service



Make sure you're 'Well for Work': Action Required

July 30, 2020

All U.S.-based flight attendants

Our top priority is your safety and well-being, and we're committed to doing everything we can to help stop the spread of coronavirus (COVID-19). You are the best judge of your own well-being and your own health. If you're not feeling well, we want you to take care of yourself and not come to work.

Starting July 31, you will be required to complete a short self-declaration called **Well for Work** every month. **Well for Work** also ensures American is compliant with local mandates and orders in certain parts of the country that require us to regularly verify the health and well-being of team members.

Well for Work is an agreement and declaration you'll read and sign on Comply365 that's designed to help reduce the spread of COVID-19 in the workplace. This declaration asks you to acknowledge that you are aware of the symptoms of COVID-19. It reminds you of your responsibility to do an individual health evaluation before reporting to work each day to determine if you are displaying any new, unusual or worsening symptoms of COVID-19. This is similar to the health declaration we recently implemented that customers are required to complete prior to boarding American Airlines flights.

Comply365

Well for Work Aug... Last Saved 2:55 PM

American Airlines

August 2020: for US based FAs only

Well for Work

Team Member Self-declaration

American Airlines is committed to doing our part to prevent the spread of coronavirus (COVID-19) and ensure a safe and healthy environment for team members and customers.

Being **Well for Work** is one way you can do your part as well. **Well for Work** is one of many important layers in American's preventative measures to reduce the risk of transmitting COVID-19 in the workplace.

Every day before coming to work and entering our facilities, you should perform a quick evaluation of your health. If you work in a location that is conducting temperature checks, you will still be required to complete the temperature check in addition to your daily self-health evaluation.

If you are displaying any new, unusual or worsening symptoms* related to COVID-19, please contact your management leader before coming into work and discuss appropriate next steps.

*As an example, if you regularly experience a cough or congestion due to allergies, these would not be considered new, unusual or worsening symptoms of COVID-19.

Symptoms of COVID-19 include:

- Fever of 100.4* degrees or higher
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle, body aches or chills
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you have been exposed and had close contact (within 6 feet for 15 minutes or longer) with an individual who is lab confirmed for COVID-19, please contact your management leader to determine appropriate next steps.

*The temperature threshold considered a fever may be lower based on your location. Please follow local guidelines.

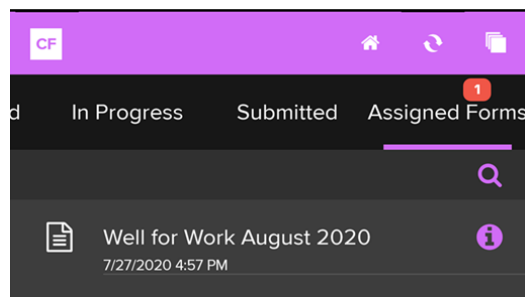
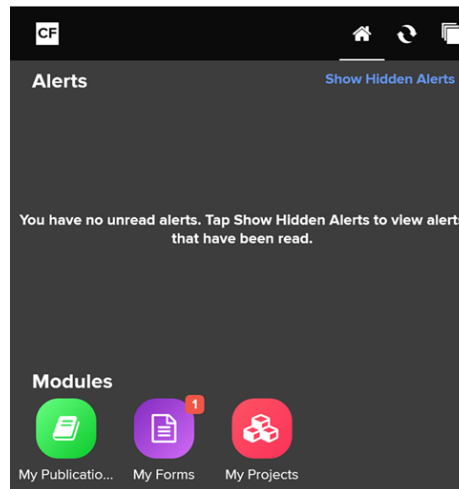
Self-declaration:

If you believe you may be exhibiting any COVID-19 symptoms, you must immediately avoid contact with any team members or customers and contact a management leader to determine next steps. As part of Well for Work, you also commit to following appropriate safety precautions to help prevent the spread of COVID-19 including:

- Practicing social distancing.
- Monitoring symptoms.
- Washing your hands regularly.
- Wearing a face covering over your nose and mouth.

How it works

On July 31, you'll receive a Comply365 alert on your company-issued tablet to complete your Well for Work self-declaration. While you'll only be required to read and submit the self-declaration once a month, you're agreeing that you'll complete a quick well-being check daily before coming to work and are 'well for work' as described above. If you are on leave, you are not required to submit a Well for Work self-declaration until you are back to active status.



Please note: You will have 7 days to complete Well for Work once you receive the first alert on July 31. Then starting September 1, you'll receive the Well for Work alert on the first day of every month and have until the end of the month to complete the self-declaration. If you fail to submit the self-declaration, it will be handled under the performance policy.

Example:

- July 31 alert: complete by August 6
- September 1 alert: complete by September 30

Your privacy is important. Well for Work collects data in accordance with American's Team Member Privacy Policy and applicable law to help prevent the spread of COVID-19. For Frequently Asked Questions, head to [Jetnet](#).

Amanda Freitag
Senior Manager, Flight Service Operations & Security
Amanda.Freitag@aa.com



Action required: New procedures for renewing expired passports

June 29, 2020

Select flight attendants

If your passport is expired, or will expire in 7 months or less, you must follow the new procedures outlined below and send your documents to a central processing center. Passport agencies are no longer accepting in-person appointments due to COVID-19, apart from documented life or death emergencies. Please follow the steps below, including filling out the form in Comply365 (described in step 6) to notify us that your passport is being renewed. Flight attendants will be temporarily allowed to fly domestic US trips while their passport is being renewed.

You will not be able to use scheduling tools such as TTS (Trip Trade System) and ETB (Electronic Trade Board) if your passport expires in 184 days or less.

Note: The renewal process for crew members is different than the steps listed for the general public on the U.S. State Department's website. Please follow the steps below.

New steps for renewing your passport

1. Visit the State Department's website at travel.state.gov and fill out a passport renewal application. The form is called a "DS-82: Renewal Application". (Request the 52 page passport book.) Once it's filled out, print a PDF copy of your renewal form.
2. Visit your local base in person and tell them you need to renew your passport. Managers will give you a signed letter from the company stating that you are in urgent need of a passport renewal. They'll also give you a pre-paid FedEx envelope with the processing center's address already filled out.
3. In the provided FedEx envelope, please include:
 - a. The company letter from your manager
 - b. A completed passport application (form DS-82)
 - c. A passport photo
 - d. Your current passport
 - e. Check or money order for \$187.13 payable to U.S. Department of State. This amount includes the passport fee, expedite fee and overnight return delivery fee. (You'll be reimbursed for this fee.)
4. Write down or take a picture of the tracking number found on the FedEx shipping slip

5. Drop the sealed envelope off at any FedEx drop-off location.
6. Notify Daily Ops that you've submitted your passport for renewal by logging into Comply 365 and completing the U.S. passport renewal notification form. This form can be found in Comply 365 using the following path: *Comply365 > My Forms > AAFA*. This will allow you to work domestic trips while your passport is being renewed.

Once you receive your renewed passport:

1. Immediately update your records in the company's computer system using the following steps:
 - i. In DECS type HI18/US*
 - ii. Tab down to "Delete all PSPT Information" type Y
 - iii. Tab down and hit enter key
 - iv. Type HI18/US*
 - v. Tab to complete all information
 - vi. Once complete tab to enter and hit the enter key

```

HI18/US*      ***ENTER U.S. PASSPORT OR CITIZENSHIP DATA***
EMPLOYEE ISSUE PASSPORT EXP COUNTRY ISSUED/
NUMBER DATE NUMBER DATE CITIZENSHIP
348113 <31JUL15 <123456789 <30JUL25 <US
COUNTRY OF RESIDENCE<US
***PLACE OF BIRTH***
CITY<CORPUS CHRISTI COUNTRY
STATE/PROVINCE<TEXAS <US
***NAME IN PASSPORT/LEGAL NAME IF NO PSPT***
LAST NAME FIRST NAME
<SMITH <SALLY
MIDDLE NAME
<MONIQUE
DELETE ALL PSPT INFORMATION<N
ENTER HERE WHEN COMPLETE<

```

2. Notify Daily Ops that is complete by calling (682) 315-7070, or by emailing Daily.Ops@aa.com.
3. Once you receive your passport and associated documents, you can then use the [reimbursement form](#) located on the Flight Service web site (also available by request at your local base), to submit your passport renewal fee as eligible items for reimbursement. You will also be reimbursed up to \$15 for your passport photo. Attach your receipt (or a copy of your money order/ canceled check) and return your completed reimbursement form to your local base coordinator for processing and payment on your mid-month check.

Finally, with a new passport, visas will remain in the old passport. Please remember you will have to carry both passports until you're able to get new visas.

Thank you for your attention to these updated procedures for renewing your passport.

Amanda Freitag
Senior Manager, Flight Service Operations & Security
Amanda.Freitag@aa.com



Crew Portal Enhancements to MySchedule

July 24, 2020
All flight attendants

Crew Portal will have two new features beginning July 25:

- Activities or absences on the MySchedule calendar will now display the two-character FOS activity/absence code. The calendar will display information closer to what you see on your HI1.

Example:

Before you would see **Sick** and **Vacation**

16	17	18
Sick		
Vacation		

Now you'll see the FOS code

16	17	18
SK		
VC		

Notice there's no change to the color coding, and you can still reference the information icon to see which color represents the activity or absence. The new codes are also displayed in the sequence information section under the calendar.

VX-UNSELVC	Report: 11 Jul 0000 Release: 12 Jul 2359
SK-SICK	Report: 11 Jul 1835 Release: 12 Jul 2359

- An icon will now appear next to a sequence that will indicate a sequence has changed or is failing continuity.

Example:

Sequence changed

23
2924



2924



Report: 23 Jul 0020
Release: 23 Jul 0657

Sequence failing continuity

23
2924



2924



Report: 23 Jul 0020
Release: 23 Jul 0657

TJ Bowlin
Senior Analyst, Flight Service Technology
TJ.Bowlin@aa.com



Flight Service



Flight attendants on leave will have access to the Lands' End ordering website

July 7, 2020

All flight attendants

Starting Wednesday, July 8 at 0600 CT, all flight attendants on PVLOA or VLOA will be given access to the [Lands' End ordering website](#). If you are scheduled to return on or before Aug. 30, your allowance will be loaded into your account and available for additional uniform item purchases.

If you are scheduled to return *after* Aug. 30, your allowance will be available for use one month before you return to work.

It is important that we continue to keep costs to a minimum during this challenging time. Please be thoughtful in your purchases and consider limiting orders to only what you really need. Preserving the company's cash now will better position us to come out of this situation stronger in the future.

For questions, please reach out to newaauniform@aa.com.

PVLOA/VLOA Uniform ordering frequently asked questions

Q: I'm on VLOA and am having issues with the website, what should I do?

A: If you believe you should have access to the website and are experiencing issues, please call Lands' End at 800-478-7422 or email american@landsend.com for assistance.

Q: When I return from leave, do I have to do anything to activate my ordering status?

A: When returning from leave, your profile will automatically switch to active and no action is needed on your end. If you experience trouble accessing the site, please call Lands' End at 800-478-7422 or email american@landsend.com for assistance.

Q: Will I be required to re-setup my account in order to sign in and order?

A: No, you are not required to re-setup. After your profile is activated, you can use your password that was setup previously during rollout to sign in and order uniform pieces.

Q: I'm active, but not able to sign in, what should I do?

A: Please call Lands' End at 800-478-7422 or email american@landsend.com for assistance.

Q: I have a question about my uniform allowance, who should I reach out to?

A: Please email newaauniform@aa.com with your name, ID, and workgroup for assistance.

Suby Leung
Senior Project Manager, Flight Service Strategy and Support
Suby.Leung@aa.com



CQ base month updates

July 27, 2020

Flight attendants with base months April-September

The FAA provided an extended grace month for some CQ base months to allow flight attendants to catch-up after canceled training. That's why we want to review the current status and requirements for various base months.

- If you've already completed your CQ classroom training, you are qualified for the upcoming year.
- If you've not yet completed class, **please review the requirements below** as they pertain to your base month.

PVLOAs, EVLOAs and potential furloughs: Do I still need to attend CQ?

You can check the [FAQs](#) for the latest updates on specific scenarios. We highly encourage those who are due before Sept 30, 2020, to continue to attend training. This extends your qualification another year, which may then reduce the amount of training you'll need upon returning.

Depending on how long it has been since your last full CQ training, you may need 3 – 6 weeks of additional training upon your return. *Re-setting your qualifications this year helps you add an extra year before extended training may be needed.*

Those taking VEOP who remain qualified through Sept 30, 2020, would not need to attend CQ.

If your qualifications expire before Sept 30, 2020, *before starting the VEOP/EVLOA/furlough*, you must either:

1. Go to CQ to retain qualifications OR;
2. Ensure you are on an approved LOA, including PVLOA/EVLOA through Sept 30, 2020

Anyone not on an approved LOA must remain qualified.

April Base Month

All flight attendants with an April base month who completed their required WBT by May 31, 2020, must complete CQ classroom training by July 31, 2020, to remain active and not go QI. If you are not yet enrolled in a class, you can utilize the Training Enrollment Request Form on Comply365. Information on completing the form is found on the Flight Service Training website in the Support Desk category.

May Base Month

May base month flight attendants who completed their required WBT by June 30, 2020, must complete CQ classroom training by Aug 31, 2020, to remain active and not go QI. If you've not yet enrolled, you may submit a Training Enrollment Request Form to enroll in any open positions. Information on completing the form is found on the Flight Service Training website in the Support Desk category.

June Base Month

June base month flight attendants may attend CQ through Sept 30, 2020. To remain qualified through this date, you must:

1. Complete your required CQ WBTs no later than July 31, 2020.
2. After completing your WBTs, you must submit a Qualification Update Form on Comply365 if you will not attend CQ classroom before July 31, 2020. Failure to submit this form will result in going QI. Please note it may take up to 72 hours to process the form from the date of submission. If you submit on the last two days of the month, it may cause you to go temporarily QI during the processing of the form. Completion of the WBTs and form temporarily extend your qualifications.
3. Bid to attend CQ no later than Sept 30, 2020. During the September bid, June flight attendants are processed as grace month bidders. You may also choose to enroll in any open classes in July or August by submitting a Training Enrollment Request Form on Comply365.

Additional information on completing the forms noted above is found on the Flight Service Training website in the Support Desk category.

July Base Month

July base month flight attendants may attend CQ through Oct 31, 2020. In order to remain qualified through that date, you must:

1. Complete your required CQ WBTs no later than Aug 31, 2020.
2. After completing your WBTs, you must submit a Qualification Update Form on Comply365 if you will not attend CQ classroom prior to Aug 31, 2020. Failure to submit this form will result in going QI. Please note it may take up to 72 hours to process the form from the date of submission. If you submit on the last two days of the month, it may cause you to temporarily go QI during the processing of the form. Completion of the WBTs and form temporarily extend your qualifications.
3. Bid to attend CQ no later than Oct 31, 2020. During the September bid, July flight attendants are processed as base month bidders. In October, they are processed as grace month bidders. You may also choose to enroll in any open classes in July or August by submitting a Training Enrollment Request Form on Comply365.

Additional information on completing the forms noted above is found on the Flight Service Training website in the Support Desk category.

August and September Base Month

There are no extensions for August and September base month flight attendants. You'll continue to complete your WBTs in the two months before your class and attend in your normal base month. You do NOT need to complete any of the Training Support forms unless you are choosing to change a class date after your award.

Darlyn Meador
Director, Flight Service Training, Recruitment and Program Development
Darlyn.Meador@aa.com



PHX Boeing 787 training opportunities

July 29, 2020

All PHX based flight attendants

Beginning in Nov. 2020, the 787-9 Dreamliner is planned to operate PHX to HNL.

It will replace the Airbus 321NX on this route. We want to ensure you have the opportunity to get qualified on the Boeing 787 fleet. That's why we'll begin offering specific PHX only 787 classes in Sept.

We've outlined dates and enrollment process for classes below:

Sept. Training Classes

- Sept. 4
- Sept. 13
- Sept. 16
- Sept. 22

Additionally, 2 standard (open to other bases) 787 classes will be offered on the following dates:

- Sept. 8
- Sept. 24

How do I register for a training session?

If you wish to attend a training session, a special training ballot will be published on the FS website.

To access the training ballot:

- Sign in to Jetnet, proceed to the Flight Service website and click on [Training](#).
- Under the 'Ballots & Assignments' section, find the online ballot
- Complete and submit the online ballot

Online Training Ballots will open on Aug. 1 at 1200 CT and close on Aug. 6 at 1200 CT. Awards will be reflected on your monthly schedule by Aug. 9 at 1200 CT.

Classes will be assigned based on seniority. If not enough voluntary ballots are submitted, we may draft flight attendants to fill any open training slots.

Please note that all training sessions in Sept. will be capped at 30 students

Can I attend 787 training prior to Sept.?

If you are interested in attending 787 training sooner, there are classes in Aug. as follows:

- Aug. 20

Enrollment requests can be made through the Aircraft Training Form, found within Comply365. To submit a request:

- Open Comply365

- Head to “My Forms”
- Select “AAFA > Training”
- Select “Training Enrollment Request Form”
- Complete and submit the form

After submitting the form, you will receive a confirmation at your AA.com email address. A representative from the Training Support Desk will process your request within the next 72 hours.

Your Health and Safety at Training

To ensure that we are providing a healthy and safe training environment, we've been taking additional precautions such as increased cleaning and requiring all students and staff to wear face masks.

Additional information on the steps we're taking to ensure your safety can be found on the [Training Page of the Flight Service Website](#).

Darlyn Meador
Director, Flight Service Training, Recruitment and Program Development
Darlyn.Meador@aa.com



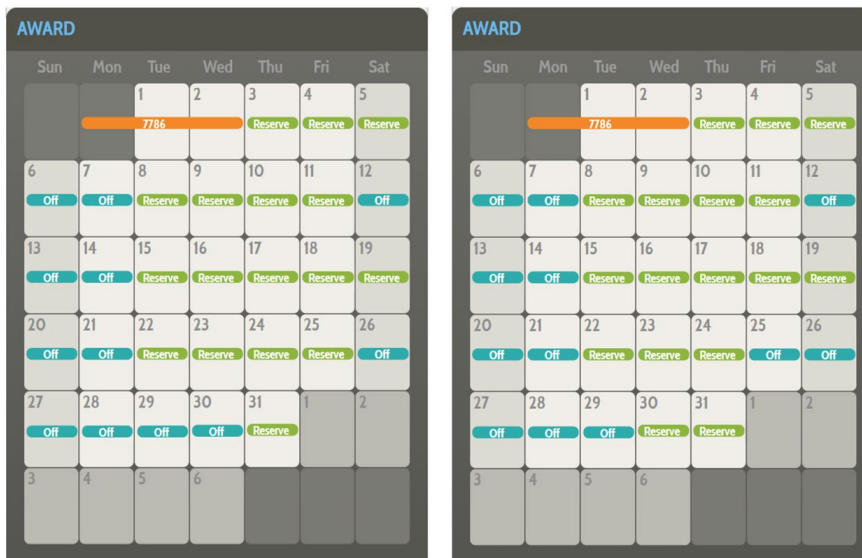
End of month reserve pattern

July 8, 2020
All flight attendants

Beginning in August, APFA and the company have agreed to some adjustments regarding how a Flight Attendant can bid and be awarded reserve days “on” at the end of the month and the transition period from one month into the next.

What’s changing?

You may see one or two reserve available days at the end of the contractual month (vs. the regular pattern of 3-6 days.) Take a look at the examples below.



Note: For FA’s going from RSV month into another RSV month, this change will allow the contractual RSV pattern (min 3 max 6) to continue across the transition between both months. For example, if awarded one single RSV day on the last day of the month, at least two additional RSV days would then have to be awarded in the new month.

Why are we making a change?

In previous months, “coverage needed” (CN) dates may have reached high seniorities. CN dates are specific days where not enough flight attendants bid to be on reserve, so the system must force flight attendants who preferred other days to be available. The result of these changes we are making will potentially reduce CN days. Since the enhancement also increases the number of pattern options when it comes to days off, you’re more likely (but not guaranteed) to get the days off you want.

We’re pleased to have worked with the APFA to implement this change – which should improve the quality of work-life for reserve flight attendants.

Melanie Rennels
Contract Administration Lead
Melanie.Rennels@aa.com

July 14, 2020

Julie Hedrick, National President
Association of Professional
Flight Attendants
1004 West Eules Boulevard
Eules, TX 76040-5018

RE: Lineholder Pay Protection Exception for August 2020

Dear Julie:

This letter will confirm our agreement regarding a pay protection exception for lineholder Flight Attendants for August 2020 (Aug 1 – 30, 2020). As a result of potential flight cancellations related to COVID-19 and a further reduction in flying, the Company will make a one-time exception to Section 10 of the 2014 AA/APFA Joint Collective Bargaining Agreement (JCBA) and offer pay protection to Affected Flight Attendants as follows:

1. "Affected Flight Attendant" under this agreement is a lineholder Flight Attendant who has a flight(s) or a full sequence cancellation(s) resulting in a loss of time from the scheduled sequence value during the contractual month of August 2020.
2. The terms of this agreement provide the pay protection provisions for the bid month of August 2020. In addition to these terms, however, Section 10.J.9-11, 10.K. and 10.L. shall also apply. No other pay protections will apply for the bid month of August 2020.
3. A Flight Attendant will have an August guarantee (up to a maximum of 75:00) based on the value of the PBS original line value:

PBS Original Line Value	August Guarantee
≥75:00	75:00
≥70:00 – 74:59	71:00
<70:00	PBS Original Line Value minus 5:00

4. This pay protection exception is a line protection for lineholders and does not include premiums. The final protected amount will be calculated for August 2020 by comparing the Pay Projection (PPROJ)* including all trips flown (ETB, TTS, UBL, PBS), carryover time, vacation time, paid sick, etc.;
- a. If PPROJ is greater than August guarantee, no action needed
- b. If PPROJ is less than August guarantee, add the value of lost time (scheduled vs. actual sequence value) due to cancelled flight(s) within a sequence and full sequence cancellation(s) in an amount up to, but not exceeding August guarantee

* Any applicable Voluntary Extension (VE) and/or Red Flag Pay is paid separately and are not part of the comparison to the line value.

The Company will make every effort to pay the August pay protection exception as soon as practicable.

Example 1:

FA was awarded a PBS original line value of 80:00 and end of month projection of 68:00. The August guarantee was 75:00. FA's actual line includes a 12:00 loss of time due to flight cancellations. FA is paid the difference between the end of month projection of 68:00 and the August guarantee of 75:00, so 7:00 of the 12:00 loss of sequence value is applied to bring the FA to the 75:00 August guarantee.

PBS Original Line Value	August Guarantee	End of Month Projection (PPROJ)	Loss of Sequence Value Due to CXLD	Actual Pay Protection
80:00	75:00	68:00	12:00	7:00

Example 2:

FA was awarded a PBS original line value of 78:00. The August guarantee was 75:00. FA's actual line includes a 15:00 loss of time due to flight cancellations. FA also dropped 2 trips worth 40:00. FA is paid the end of month projection of 23:00 plus the 15:00 loss of sequence value to bring the FA to 38:00 for the month.

PBS Original Line Value	August Guarantee	End of Month Projection (PPROJ)	Loss of Sequence Value Due to CXLD	Actual Pay Protection
78:00	75:00	23:00	15:00	15:00

Example 3:

FA was awarded a PBS original line value of 80:00. The August guarantee was 75:00. FA's entire month cancels. FA is paid the difference between the end of month projection of 00:00 and August guarantee of 75:00, so 75:00 of the loss of sequence value is applied to bring the FA to 75:00 for the month.

PBS Original Line Value	August Guarantee	End of Month Projection (PPROJ)	Loss of Sequence Value Due to CXLD	Actual Pay Protection
80:00	75:00	00:00	80:00	75:00

Example 4:

FA was awarded a PBS original line value of 55:00. The August guarantee was 50:00. FA has 15:00 loss of time due to flight cancellations. FA is paid the difference between the end of month projection of 40:00 and August guarantee of 50:00, so 10:00 of the loss of sequence value is applied to bring the FA to 50:00 for the month.

PBS Original Line Value	August Guarantee	End of Month Projection (PPROJ)	Loss of Sequence Value Due to CXLD	Actual Pay Protection
55:00	50:00	40:00	15:00	10:00

Flight Attendant requirements for August pay protection

5. There is no obligation to recover lost time and no Direct Connect required by the Flight Attendant to receive this pay protection.

APFA agrees to the following:

6. If needed, APFA agrees to a delayed timeline for the PBS/TTS/ETB bidding process for September 2020.
7. APFA agrees to not file or move to arbitration any disputes regarding August 2020 pay protections or bidding timelines related to this agreement, except any dispute to enforce this agreement.
8. APFA agrees the Company may use mass CCI notifications for any modifications and/or reschedules to a sequence that occur more than 2 days out from the origination date of the affected sequence. For any modifications and/or reschedules made the day prior or day of the origination of the affected sequence a phone call must be made. This will be in effect for the months of August 2020.

This agreement is non-precedent setting and non-referable. Also, it is understood that the provisions of the 2014 AA/APFA Joint Collective Bargaining Agreement, except as specifically modified or excepted by this letter, shall apply in all respects.

Sincerely,



Cindi Simone
Managing Director
Labor Relations

Agreed to by:



Date 07/15/2020

Julie Hedrick, National President
Association of Professional Flight Attendants

cc: Jill Surdek
JC Gulbranson
Sam Mendenhall
Larry Salas
Vince Heyer

Lineholder Pay Protection Exception for August 2020



Options for RDU and SLT based flight attendants

In connection with the base closings

July 27, 2020

All APFA-represented flight attendants

Through a special agreement with the APFA, we are offering a unique, one-time opportunity when it comes to base transfers. We communicated details in a separate CCI message.

Here's additional information you need to know as a flight attendant based in Raleigh/Durham or St. Louis: :

- You can participate in the monthly vacancy transfer bids.
- If you're inactive, you can only participate in the Aug. 7- 15 bid.
- Unlike flight attendants at other bases, if you're awarded a transfer in the Aug. 7- 15 bid, it will be effective with the **Feb. 2021** bid month.
- If you do nothing OR if you don't hold a transfer bid, effective with the Feb. 2021 bid month, if you're RDU-based, you'll be assigned to CLT, and if you're SLT-based flight attendants, you'll be assigned to DFW. After the Aug. 7-15 transfer bid all RDU and SLT flight attendants will have a new base of record for the Feb. 2021 bid month – either through award or assignment.
- If you want to change your Feb. 2021 crew base, you may continue participating in future transfer bids (later in Aug. for Nov., Sept. for Dec. Oct for Jan and Nov. for Feb.). Any award in these subsequent transfer bids will void your previous award/assignment for Feb. 2021 and replace it with your new crew base.
- You will have the opportunity to exercise your right to a priority return to RDU/SLT per the contract. You must submit your election within 30 days of the base closure. *More information about the process will be available after the new year, and we'll remind you when the time comes.*
 - Please note if you decline the first opportunity to exercise a priority return, or subsequently transfer after Feb. 2021 to a new crew base, you'll lose your right of return.
- All RDU and SLT flight attendants are eligible for moving expenses, as described in Section 5 of the JCBA. You can incur these expenses as early as Oct. 2020., but you will not be reimbursed until Feb. 2021 – assuming you remain actively employed in Feb 2021. If you're inactive, you may incur moving expenses. However, you won't be reimbursed until after you return to active status.
 - Note: If you're awarded a *mutual* transfer effective Oct. 1, you're not eligible for move expenses.

Keith McCarty
Senior Manager – Communications & Contract Administration
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Virtual retirement seminar

Tuesday, July 28 at 1400 CT

July 26, 2020
All flight attendants

Thinking of taking a VEOP and/or then retiring?

Please join us for an online presentation and question and answer session with experts from the Retirement, Pension and Benefits teams.

There are two ways to participate:

Option 1 (Preferred; 3,000 participants maximum)

Click [here](#) to access the seminar via Webex on your PC.

The event number is: **130 371 9311**

The event password is: **n4FWw6Xqk\$7**

NOTE: When prompted for audio connections, please select "Use Internet for audio"



Option 2 (1,000 participants maximum)

Join by phone at: **1-866-240-1897** and use event number **130 371 9311**

Have a question you want to ask our panel?

Use our [online form](#) to submit your question to submit your question by 1200 CT July 28.

Keith McCarty
Senior Manager – Communications & Contract Administration
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Special base transfer opportunity

For transfers effective Oct. 2020

July 27, 2020

All APFA-represented flight attendants

Through a special agreement with the APFA, we are offering a special, one-time opportunity when it comes to base transfers.

Here's *what* you need to know

- We will not post Oct. transfer awards as scheduled today. Instead, there will be a new transfer bid (for Oct.) that **opens Aug. 7** and **closes Aug.15**.
- *Unless you're leaving under a VEOP, you're eligible to participate in this one-time transfer opportunity.* This includes flight attendants who would usually be considered inactive because they're on leave, e.g., medical, maternity, PVLOA, EVLOA, etc. Inactive flight attendants will not be eligible to participate in the mutual transfer process.
- RDU and SLT-based flight attendants are eligible to participate as well. However, you'll have some additional options which we'll let you know about in a separate message. (If you're RDU or SLT-based, check your CCI.)
- We will know by Aug. 7 where Oct. vacancies will exist, and we anticipate more vacancies than usual based on flight attendants taking one of the voluntary options (VEOPs or EVLOAs).
- While we still don't know if it'll be necessary to furlough, and likely won't until early Aug., even flight attendants subject to furlough Oct. 1 will be eligible for a transfer award effective Oct. 1.
 - If it's necessary to furlough, those flight attendants will have their base of record changed effective Oct. 1, 2020, but their election will not impact staffing at their new base.
 - Any flight attendant being furloughed on Oct. 1 will not be eligible for a mutual transfer award.
- To be awarded a mutual transfer, you must have the required service and aircraft qualifications for your new base at the time of the mutual match/award. You may also be required to have the same language qualifications as the flight attendant with whom you're matched.
- Flight Attendants awarded an Oct. 2020 vacancy transfer who are not furloughed as of Oct. 1, 2020, will have until Nov. 1, 2020, to get qualified on any aircraft required at their new base.
 - A Flight Attendant who is furloughed Oct. 1 and awarded a transfer effective Oct. 1 will not have to attend aircraft or service training (required at their new base) until s/he is recalled from furlough.

- The Nov. transfer bid will also be delayed – and will open Aug. 23 and close Aug. 27. This will allow us time to accurately forecast vacancies in light of the large number of flight attendants leaving (VEOP, EVLOA, and potential furloughs) on Oct. 1.

Here's the background *why*

- The election window for the voluntary options won't close until July 31.
- By the first week of Aug., we'll know how many flight attendants at each base are leaving under a VEOP or are taking an EVLOA. This will help us determine how many vacancies at each base this may create. Also, if furloughs are necessary, we should be able to project openings based on the number of furloughs at each base. By delaying the regular transfer bid timeline, flight attendants interested in transferring will have more options – because of the vacancies created by those taking the voluntary options.

Clearing up myths/rumors

- We aren't going to know how many flight attendants will be furloughed until early Aug. It will be after voluntary options have been awarded, and we take one final look at the long-term airline schedule and staffing needs.
- We don't want to furlough a single flight attendant more than necessary. That's why we're taking the time to get it right vs. rushing to communicate a number immediately after the voluntary election window closes and then potentially have that number change.
- If you take an EVLOA, it has no bearing on whether you could potentially be displaced from your base.
- We won't know if it's necessary to displace flight attendants until after we know if it's necessary to furlough flight attendants.
- As we've said before, the bases where we're most likely to have displacements are Miami, Phoenix and Los Angeles. A combination of VEOPs, EVLOAs and potential furloughs could mitigate the need to displace flight attendants from these bases. We aren't anticipating displacements to occur before Jan. 2021.
- Due to the large amount of transfers occurring after August TBS processing, the assignment of training, if operationally necessary for Oct., will occur in Aug. for Sept. 2020 classes. Flight Attendants who will be furloughed effective October 1, 2020 will not be assigned training.

We know many of you may have questions about displacements and furloughs. However, our primary focus right now is on providing information to potential VEOP and EVLOA takers. If it becomes necessary to furlough or displace, we'll have details at a later date.

We know this is a stressful time for many of you, so we'll continue to share information as we have it.

Keith McCarty
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Flight Service



Deadline for VEOP and EVLOA extended to Aug. 5

July 28, 2020
All flight attendants

The deadline for the extended voluntary leave of absence (EVLOA) and voluntary early out programs (VEOPs) has been extended to **Aug. 5 at 2359 CT**.

Click [here](#) for more information or to view the ballots.

- Have questions about the VEOP? [Click here](#).
 - Have questions about the Retiree Health Reimbursement Arrangement (RHRA)? [Click here](#).
 - Have questions about COBRA? [Click here](#).
- Have questions about the EVLOA? This includes recently updated FAQs about CQ [Click here](#).
- Have questions about what happens if you are furloughed? [Click here](#).

If your question isn't answered in the FAQs or online information, please email FA.Questions@aa.com.

FA.Questions@aa.com

Recall of “Blumen” hand sanitizer distributed in Crew Service Centers

July 10, 2020
All flight attendants



The FDA is recalling a hand sanitizer which may have been distributed in certain Crew Service Centers and select stations. “Blumen” brand hand sanitizer was provided in large bottles (pictured above) so that team members could fill their own containers with the product. It has been removed from bases and will be replaced with new hand sanitizer from a different manufacturer.

If you filled up a container with sanitizer at a base or station, please stop using the product. Please bring the container to a Crew Service Center for proper disposal. You should not reuse the container, dispose of it in the trash or pour the sanitizer down the drain.

According to the FDA, the sanitizer may contain methanol which could cause skin irritation, or more serious health effects – particularly if it is ingested.

Flight Service

Safety Focus

Minimum crew violations continue to climb

July 31, 2020

All flight attendants

Do not leave the aircraft when customers are on board

The latest minimum crew violation occurred when a flight attendant realized she left her tablet on a previous flight. Customers were already boarding when she left the aircraft to go back to her previous gate and find her tablet. She didn't notify the flight deck and she told the gate agent as she ran by, but the agent didn't hear her and continued boarding.

The minimum crew violation lasted twenty minutes and was only discovered when the flight attendant returned to the aircraft and noticed the jetbridge door was closed. She notified the gate agent she needed to board. The gate agent proceeded down to the aircraft with the flight attendant, reconnected the jetbridge and open the aircraft door.

It is alarming that the flight attendants closed the boarding door without realizing they were missing a member of the crew. Not only was this a violation of minimum crew, it could have resulted in even more serious consequences if the flight had actually departed.

Several easy steps could have eliminated the need for the flight attendant to leave the aircraft with customers on board. They are:

- Notify the flight deck. The captain or first officer could have called to the gate and had a supervisor retrieve the tablet
- At a base station: Contact the local duty manager for a loaner tablet
- At a non-base station: Contact Flight Service Daily Ops at 682-315-7070 or 888-222-4737 to have the FAA-approved minimum manual contents sent

Any of these actions would have prevented the minimum crew violation.

In our last minimum crew communication just two weeks ago, we notified flight attendants that these violations are extremely serious and could result in disciplinary action. Minimum crew violations threaten the safety of the crew and customers, and flight attendants should use every channel available to solve a problem as it arises without stepping off the aircraft.

Please review minimum crew requirements in the IFM *General Policies and Procedures > Minimum Crew Requirements > Stepping off AC with Minimum Crew On Board*

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Flight Service

Safety Focus

Minimum crew: Do not leave the aircraft after boarding begins

July 14, 2020

All flight attendants

We recently had two minimum crew violations in just one week. In both cases, a flight attendant left the aircraft to address a customer service issue. On one flight, the flight attendant accompanied the customer up the jetbridge to speak with the gate agent. On the other, the flight attendant took a customer's bag back to the gate to have it gate checked incurring a five-minute minimum crew violation.

Both of these instances are violations of policy and caused safety and security issues that must be reported to and reviewed by the FAA. As a result, minimum crew violations are serious and may result in disciplinary action — the severity of which will be based on the circumstances of the case.

It is imperative that when customers are on board you do not leave the aircraft unless there's an emergency. We all play a role in making sure our customers are safe and FAA rules are followed. Please review the May 28 [communication](#) about the “do’s” and “don’ts” of minimum crew and the IFM *General Policies and Procedures > Minimum Crew Requirements > Stepping off AC with Minimum Crew On Board*

Brett Garner

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SAFETY Focus

Flight Service

Tenth Inadvertent Slide Deployment comes after failure to follow procedures for arming doors

July 27, 2020

All flight attendants

This year is anything but normal and as flight attendants find themselves working trips on unfamiliar aircraft we're starting to see an uptick in Inadvertent Slide Deployments (ISD). One ISD is one too many. Distractions are part of daily life, but all flight attendants must always focus on safety, and Monitor and Challenge is not an option when disarming doors, it's a requirement.

What happened

The tenth ISD involved an experienced flight attendant who had never flown on the aircraft. After arming the door, finishing all-call and closing the flight deck door, the first officer came out from the flight deck and asked the flight attendant to "jiggle the door handle." The flight attendant pushed down on the handle and as she let go, the door immediately opened, and the slide deployed. Fortunately, no one was injured.

Key takeaways / lessons learned

If you are not familiar with an aircraft, review the Cabin Equipment and pay close attention to the arming / disarming procedures as part of your safety briefing prior to your flight.

Door Arming Procedures are universal for all the aircraft in our fleet. Following these procedures would have significantly reduced the chance of an ISD.

Door Arming Procedures can be found in Comply 365: *IFM > Crew Duties > Departure > Cabin Door Closure > Door Arming Procedures*

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